



**ENVIRONMENTAL, SOCIAL
AND GOVERNANCE
REPORT**

環境、社會及管治報告 |

2023

HC GROUP INC. 慧聪集團有限公司

Stock code 股份代號 : 02280

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

INTRODUCTION

HC Group Inc. (“HC Group” or the “Company”) and its subsidiaries (collectively referred as the “Group” or “we”) continuously commit to enable traditional industries with internet and data and work for its vision of being the leading industrial internet group in the People’s Republic of China (the “PRC” or “China”). In the process of developing its business, the Group also takes social impact into consideration and hence it consciously implemented a series of corporate social responsibility programme to contribute to the community. The Group firmly believes that it is the most effective way to create long-term value for shareholders and other stakeholders.

The Group focuses on a number of areas, including environmental protection, staff performance enhancement, community caring and poverty alleviation. Through cooperation with the stakeholders, the Group aims to build a robust and sustainable business environment.

BUSINESS OVERVIEW

The Group endeavours to become a leading industrial internet group in the PRC. Since its establishment in 1992, the Group has been engaged in pragmatic and robust development. The Company was successfully listed on the GEM of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) in 2003. The Company successfully transferred its listing to the Main Board of the Stock Exchange in 2014.

The Group focuses on the vertical tracks of industrial internet and stresses on ecosystem building, continues rolling out more and better products and services to our customers, with improving capability of empowering traditional industries and creating values for customers.

引言

慧聰集團有限公司(「本公司」)及其附屬公司(統稱「本集團」或「我們」)持續致力於用互聯網和大數據賦能傳統產業，以成為中華人民共和國(「中國」)領先的產業互聯網集團為願景。在發展業務的同時，同時也考慮到對社會的影響，因此自覺推行社會企業責任，為社會的福祉貢獻心力。本集團深信，此舉實屬為股東及其他持份者創造長遠價值之最有效方式。

本集團專注在多個範疇，包括環境保護、員工扶助、關顧社會及扶助貧困。我們通過與不同持份者的合作，建立一個穩健及可持續發展的營商環境。

企業概覽

本集團致力於成為中國領先之產業互聯網集團。本集團於一九九二年成立，公司成立後務實穩健發展。本公司於二零零三年成功在香港聯合交易所有限公司(「聯交所」) GEM上市。本公司二零一四年成功轉入聯交所主板上市。

本集團專注產業互聯網垂直賽道，重視生態圈建設，不斷為客戶提供更多、更好的產品和服務，賦能傳統產業、為客戶創造價值的能力不斷增強。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

INTRODUCTION, ENVIRONMENTAL, SOCIAL AND GOVERNANCE APPROACH

This Environmental, Social and Governance Report (the “ESG Report”) summarizes the environmental, social and governance (the “ESG”) initiatives, plans and performance of the Group, and demonstrates its commitment to sustainable development.

The Company is committed to becoming a leading group in industrial internet in China, adhering to the management policies of ESG development. We are also committed to handling the Group’s ESG affairs of the Group effectively and responsibly, which becomes a core part of our business strategy. We believe this is the key to our continued success in the future.

The ESG Governance Structure

In 2017, the Group established the ESG Task Force (the “Task Force”). The Task Force comprises core members from different departments of the Group and is responsible for collecting relevant information for our ESG aspects for the preparation of the ESG Report. The Task Force reports to the board of directors of the Company (the “Board”), assists in identifying and assessing the Group’s ESG risks, and assesses the effectiveness of the Group’s ESG internal control mechanism. The Task Force will also examine and assess our performance in different aspects such as health and safety, labour standards, and product responsibility in the ESG area. The Board sets the general direction of the Group’s ESG strategy and ensures the effectiveness of ESG risk control and internal control mechanism.

SCOPE OF REPORTING

The general disclosure and compliance issues in this report mainly covers three major operation units: the Beijing headquarter and principal subsidiaries of the Group, namely: ZOL and Beijing PanPass Information Technology Co., Ltd. (“PanPass”) (National Equities Exchange and Quotations stock code: 430073):

- Beijing office is the head office and principal place of business in the PRC of the Group;
- ZOL mainly integrates online retail of electronics products by leveraging big data and internet technology, and links up various parties of technology industrial chain to provide online marketing services; and

序言和環境、社會及管治方針

本環境、社會及管治報告(「本報告」)總結本集團在環境、社會及管治上的倡議、計劃及績效，並展示其在可持續發展方面的承諾。

本集團作為致力於成為中國領先之產業互聯網集團，秉承可持續發展的環境、社會及管治的管理方針，承諾有效及負責任地處理本集團的環境、社會及管治事務，並以此作為我們商業戰略的一個核心部分，因為我們相信這是讓我們在未來繼續取得成功的關鍵。

環境、社會及管治治理結構

在二零一七年，本集團成立了環境、社會及管治工作小組(簡稱「工作小組」)。工作小組由本集團不同部門的核心成員組成，負責搜集我們在環境、社會及管治方面的相關資料以編製環境、社會及管治報告。工作小組會向本公司董事會(「董事會」)彙報，協助辨識和評估本集團的環境、社會及管治風險以及評估本集團環境、社會及管治內部控制機制的有效性。工作小組亦會檢查和評估我們在環境、社會及管治範疇內環境、健康與安全、勞工標準、產品責任等不同方面的表現。董事會則會設定集團環境、社會及管治戰略上的大方向，並確保環境、社會及管治風險控制及內部控制機制的有效性。

報告範圍

本報告的環境及社會政策及措施的一般披露部分以及合規事宜涵蓋了北京總部辦公室和本集團的主要附屬公司，包括中關村在線(「ZOL」)及北京兆信信息技術股份有限公司(「兆信股份」)(新三板股票代碼：430073)三大單位：

- 北京總部辦公室為本集團的中國業務總辦事處及主要營業地方；
- ZOL主要透過利用大數據及互聯網技術，並連接科技產業鏈上各角色，提供網上行銷服務；及

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

- PanPass provides lifetime traceability and management services for brand customers as a platform with Z-SCM, a proprietary intellectual right supply chain management system, based on the technologies such as IoT, big data, artificial intelligence and computation, markers of digital code, QR code, RFID, etc. as carriers.

Unless specified otherwise, the disclosure scope of this report is determined by the importance to the Group and its business, thus covering the Group's Beijing headquarter, ZOL and PanPass. We will continue to expand the scope of disclosure in the future after the Group's data collection system becomes more mature and the sustainable development work is enhanced.

REPORTING FRAMEWORK

The ESG Report is prepared pursuant to the Environmental, Social and Governance Reporting Guide under Appendix C2 to the Rules governing the listing of securities on the Stock Exchange (the "ESG Reporting Guide").

The corporate governance practices of the Group are set out in the corporate governance report on pages 94 to 112 of the annual report 2023.

REPORTING PERIOD

The ESG Report describes the ESG activities, challenges and measures taken by the Group during the year ended 31 December 2023 (the "Reporting Period").

SUSTAINABILITY GOVERNANCE

Board Statement

The Board holds the overall accountability for the Group's ESG strategies and performance. Daily management of the Group has been delegated to the management team. On an operational level, a designated ESG Task Force, comprising representatives from different business department, has been set up. This Task Force plans and coordinates the day-to-day execution of the Group's ESG strategies and will report backs on the progress of the associated targets, strategies, and initiatives. The Board provides oversight of the Group's risk management system, including climate-related risks. While the Audit Committee is responsible for overseeing the overall risk management processes, the ESG Task Force specifically identifies and assesses sustainability-related risks. Supported by professional consultants, the Task Force consolidates the findings and advises the Board on strategic and financial risks which are significant. For more details on our corporate governance structure, roles and responsibilities, please refer to our Corporate Governance Report in our annual report 2023.

- 兆信股份以自主智慧財產權供應鏈管理體系Z-SCM為核心平台，基於IoT、大數據、人工智慧(AI)、運算等技術，通數位碼、二維碼、RFID等標識物為載體，為品牌客戶提供產品全生命週期追溯及管理服務。

除了特別列明以外，本報告的環境關鍵績效指標部分的披露範圍是按業務重要性挑選，範圍為本集團的北京總部辦公室、中關村在線及兆信股份。待集團之資料收集系統更趨成熟，以及可持續發展工作深化之後，我們將於來繼續擴大披露範圍。

報告框架

環境、社會及管治報告依照聯交所證券上市規則附錄C2環境、社會及管治報告指引(「環境、社會及管治報告指引」)所編製編寫。

有關本集團的企業管治常規刊載於2023年年報第94至112頁的企業管治報告內。

報告期間

環境、社會及管治(「ESG」)報告詳述本集團於截至二零二三年十二月三十一日止年度(「本報告期間」)取得的環境、社會及管治方面的活動、挑戰和採取的措施。

可持續發展管制

董事會陳述

董事會對本集團的ESG策略及表現負有整體責任。集團的日常管理已委託給管理團隊。在運營層面，已成立由來自不同營業單位的代表組成的指定ESG工作組。該工作組計劃和協調集團ESG戰略的日常執行，並將報告相關目標、戰略和舉措的進展情況。董事會負責監督集團的風險管理系統，當中包括ESG中與氣候相關的風險。審計委員會負責監督整體風險管理流程，而ESG工作組則專門識別和評估與可持續發展相關的風險。在專業顧問的支援下，工作組整合調查結果，並就具有戰略和財務意義的風險向董事會提供諮詢意見。有關我們企業管治架構、角色及責任的詳情，請參閱本公司2023年報《企業管治報告》。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

REPORTING PRINCIPLES

The ESG Report is prepared pursuant to the ESG Reporting Guide Rules.

- **Materiality:** The Group communicates with our major stakeholders on a regular basis to identify and assess ESG-related issues that matter most from stakeholders' perspectives. Key ESG issues identified through stakeholder engagement and materiality assessment.
- **Quantitative:** KPIs in respect of historical data need to be measurable. We set targets (which may be actual numerical figures or directional, forward looking statements) to reduce a particular impact. In this way the effectiveness of ESG policies and management systems can be evaluated and validated. Quantitative information should be accompanied by a narrative, explaining its purpose, impacts, and giving comparative data where appropriate.
- **Balance:** This Report aims to disclose data in an objective way, which aims to provide stakeholders with a balance overview of the Group's overall ESG performance.
- **Consistency:** Unless otherwise stated, the Group adopts consistent methodologies and retrieves social and environmental KPIs from the Group's internal record system. The scope of reporting and KPIs are consistent with those of the previous report to allow meaningful comparison over time.

匯報原則

環境、社會及管治報告依照報告指引編製編寫。

- **重要性:** 本集團定期與主要利益相關者溝通, 識別和評估在利益相關者角度下最為重要的環境、社會及管治相關議題。我們透過利益相關者參與及重要性評估識別關鍵的環境、社會及管治議題。
- **量化:** 有關歷史數據的關鍵績效指標須可予計量。發行人應訂下減少個別影響的目標(可以是實際數字或方向性、前瞻性的聲明)。這樣, 環境、社會及管治政策及管理系統的效益可被評估及驗證。量化資料應附帶說明, 闡述其目的及影響, 並在適當的情況下提供比較數據。
- **平衡:** 環境、社會及管治報告應當不偏不倚地呈報發行人的表現, 避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。
- **一致性:** 除另有說明外, 本集團採用一致的方法, 並通過本集團內部記錄系統提取社會和環境關鍵績效指標。報告範圍和關鍵績效指標與前一報告保持一致, 在時間上進行有意義的比較。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

STAKEHOLDER ENGAGEMENT

Stakeholder participation is an integral part of the Group's continuous improvement of the sustainable development performance. Therefore, the Group places emphasis on different stakeholders and their opinions on our operations and environmental, social and governance issues. In order to fully understand, respond to and handle the major concerns of different stakeholders, we have been closely communicating with different stakeholders including but not limited to investors, customers, suppliers, employees and the government.

Through various kinds of stakeholders' participation and communication channels, we incorporate the expectations of stakeholders into our operational and environmental, social and governance strategies. The significant stakeholders, communication channels with them and the process and results of the issuer's stakeholder engagement are as follows:

持份者參與

持份者參與是集團持續提升可持續發展表現不可或缺的一環，因此本集團重視不同持份者及他們對我們經營及環境、社會及管治事務上的意見。為全面了解、回應及處理不同持份者的核心關注點，我們一直與包括但不限於投資者、客戶、供應商、員工及政府在內的不同持份者緊密溝通。

通過不同的持份者參與及溝通管道，我們會將持份者的期望帶入我們的營運及環境、社會及管治戰略當中。重要的持份者及發行人持份者溝通管道，參與的過程及結果如下：

Key Stakeholders 主要持份者	Communication Channels 聯繫管道
Employees 員工	Employee Opinion Survey 員工意見調查 Channels for Employees Feedback (form, suggestion box, etc.) 員工表達意見的管道(表格、意見箱等) Employee Newsletter and Broadcasting 員工通訊和廣播 Intranet 內部網路 Regular Management Newsletters and Performance Evaluations 定期的管理通訊和工作表現評核
Investors/Shareholders 投資者／股東	General Meeting 股東大會 Annual Report and Interim Report 年報及中期報告 Announcements and Circulars 公告及通函 Investor Conferences 投資者會議

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Key Stakeholders 主要持份者	Communication Channels 聯繫管道	
Customers 客戶	Customer Satisfaction Survey and Feedback 客戶滿意度調查和意見表 Customer Service Center 客戶服務中心 Customer Service Manager 客戶經理 Customer Service Hotline 客戶服務熱線 Customer Meetings 客戶會議 Group Website 集團網頁	
Suppliers 供應商	Supplier Management Conferences and Events 供應商管理會議及活動	
Government 政府	Written Response to Public Consultation 書面回應公眾諮詢	
Stakeholders 持份者	Expectations and concerns 期望及關切	Management responses 管理層回應
Employees 員工	<ul style="list-style-type: none"> Employee compensation and benefits 員工薪酬及福利 Training and career development 培訓及職業發展 Safe working environment 安全工作環境 	<ul style="list-style-type: none"> Offer attractive salary and incentives based on performance 根據業績提供具吸引力的薪水及獎勵 Provide regular trainings for employees 提供定期員工培訓 Monitor work safety and make sure employees are familiar with the work safety handbook 監控工作安全並確保員工熟悉工作安全手冊
Investors/Shareholders 投資者／股東	<ul style="list-style-type: none"> Act in the best interest of shareholders 為股東最佳利益行事 Return on investment 投資回報 Information disclosure 資料披露 Compliance with laws and regulations 遵守法律法規 	<ul style="list-style-type: none"> Actively identify attractive business opportunities 積極物色具吸引力的商機 Improve profitability 改善盈利能力 Regular information disclosure 定期資料披露 Enhance risk management and internal controls 加強風險管理及內部控制

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Stakeholders 持份者	Expectations and concerns 期望及關切	Management responses 管理層回應
Customers 客戶	<ul style="list-style-type: none"> Quality products and services 優質產品及服務 Protection of customers rights 保障客戶權利 	<ul style="list-style-type: none"> Enhance quality control on the internet service 加強互聯網服務的質量控制 Perform the contract according to law 依法履約
Suppliers 供應商	<ul style="list-style-type: none"> Integrity cooperation 誠信合作 Business ethics and credibility 商業操守與誠信 	<ul style="list-style-type: none"> Build a long-term reliable supply chain 建立長期可靠的供應鏈 Perform the contract according to law 依法履約
Government 政府	<ul style="list-style-type: none"> Compliance with laws and regulations 遵守法律法規 Business and economic development 業務及經濟發展 Social contribution 社會貢獻 Fulfilment of tax obligations 履行稅務義務 Environment protection 環境保護 	<ul style="list-style-type: none"> Enhance risk management and internal controls 加強風險管理及內部控制 Regular update on relevant laws and regulations 定期更新相關法律法規 Pay tax in full and on time 按時足額繳稅 Purchase/upgrade facilities to reduce emissions arising from the business operation 購買／升級設施以減少營運中產生的排放
Communities/public 社區／公眾	<ul style="list-style-type: none"> Environmental protection 環境保護 Employment opportunities 就業機會 	<ul style="list-style-type: none"> Reduce environmental pollutions 減少環境污染 Purchase/upgrade facilities to reduce emissions arising from the business operation 購買／升級設施以減少營運中產生的排放 Provide equal employment opportunities 提供平等的就業機會

The Group endeavours to improve its performance in the ESG aspects through mutual cooperation, thus creating greater value for our country and our society.

我們致力於與我們的持份者合作以改善本集團在環境、社會及管治方面的表現，並為我們的國家和社會持續創造更大的價值。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

MATERIALITY ASSESSMENT

The management and staff of the Group's respective major functions have participated in the preparation of this report to assist the Group in reviewing its operations and identifying relevant ESG issues and assess the importance of related matters to our business and stakeholders. Based on the assessed significant ESG issues, a data collection questionnaire was prepared to collect information from relevant departments and business units of the Group.

The following table is a summary of the Group's material ESG issues included in this report:

重要範疇評估

本集團各主要職能的管理層與員工均有參與編製環境、社會及管治報告，以協助本集團檢討其運作情況及鑒別相關環境、社會及管治事宜，並評估相關事宜對我們的業務以及各持份者的重要性。根據經評估的環境、社會及管治重要事項，以編製資料收集問卷，向本集團相關部門及業務單位收集數據。

下表為本報告所載本集團屬重大環境、社會及管治事宜之摘要：

Reporting Guide 報告指引	The ESG material aspects of the Group 本集團環境、社會及管治重要範疇	Page 頁數
A. Environmental		
A. 環境		
A1. Emissions	Exhaust Gas and Greenhouse Gas Emissions	11-14
A1. 排放物	廢氣及溫室氣體排放	
	Domestic Sewage	15
	生活污水	
	Waste Management	15-16
	廢物處理	
A2. Use of Resources	Energy Consumption	17-19
A2. 資源使用	能源消耗	
	Water Consumption	19-20
	水源消耗	
A3. The Environment and Natural Resources	Negative Environmental Impacts Arising from Business Operations	21
A3. 環境及天然資源	業務運營產生的負面環境影響	
A4. Climate Change	Climate Change	21
A4. 氣候變化	氣候變化	
B. Social		
B. 社會		
B1. Employment	Compensation and Benefits	24-25
B1. 僱傭	薪酬福利	
	Employment, Promotion and Dismissal	25-26
	招聘、晉升及解聘	
	Equal Opportunity, Diversity and Anti-discrimination	27
	機會平等、多元化及反歧視	

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Reporting Guide 報告指引	The ESG material aspects of the Group 本集團環境、社會及管治重要範疇	Page 頁數
B2. Health and Safety B2. 健康與安全	Internal Health and Safety Management 內部健康與安全管理制度	28
	Fire Safety 消防安全	28
	Working Environment 工作環境	29
B3. Development and Training B3. 發展及培訓	Training Management 培訓管理	30
	Training Courses 培訓課程	30
B4. Labor Standards B4. 勞工準則	Prevention of Child and Forced Labour 防止童工或強制勞工	32
B5. Supply Chain Management B5. 供應鏈管理	Supplier Assessment 供應商審查	33
	Fair and Open Procurement 公平及公開採購	33-34
	Green Procurement 綠色採購	34
B6. Product Responsibility B6. 產品責任	Advertising and Labelling 廣告及標籤	36
	Intellectual Property 知識產權	35
	Customer Service 客戶服務	37
	User Data and System Security 使用者資料及系統保安	38-39
B7. Anti-corruption B7. 反貪污	Prevention of Corruption 反腐倡廉	40
	Whistleblowing Mechanism 舉報制度	41
	Anti-corruption Training 反貪污培訓	41
B8. Community Investment B8. 社區投資	Corporate Social Responsibility 企業社會責任	42

During the year ended 31 December 2023, the Group confirmed that it has established appropriate and effective management policies and control systems for ESG issues and confirmed that the disclosed contents are in compliance with the requirements of the ESG Reporting Guide.

於截至二零二三年十二月三十一日止年度，本集團確認已就環境、社會及管治事宜設立合適及有效的管理政策及監控系統，並確認所披露內容符合報告指引的要求。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

CONTACT US

We welcome stakeholders to provide their opinions and suggestions. In respect of this report or our performance in sustainable development by emailing us at ir@hcgroup.com.

A. Environmental

A1. Emissions

General Disclosure and Key Performance Indicators (“KPIs”)

Global warming and climate change have become major environmental issues around the world. The Group adheres to the strategy of sustainable development in the operation. With the aim to reduce energy consumption and carbon emissions, the Group has been exploring operating models that have less harmful effects on the environment, recognising the importance of good environmental management, and striving to protect the environment in order to fulfill the Group’s commitment on social responsibility.

The Group regularly follows the latest developments of national and regional environmental protection laws and regulations, thereby focusing on strengthening environmental protection measures in order to comply with related local laws and regulations and implementing the environmental policies. The Group’s Applicable laws and regulations relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, includes “Environmental Protection Law of the People’s Republic of China”, “Law of the People’s Republic of China on the Prevention and Control of Atmosphere Pollution”, “Water Pollution Prevention and Control Law of the People’s Republic of China”, and “Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes”, etc.

與我們聯絡

我們歡迎持份者提供意見及建議。閣下可就環境、社會及管治報告或我們在可持續發展方面的表現提供寶貴意見，並電郵至 ir@hcgroup.com。

A. 環境

A1. 排放物

一般披露和關鍵績效指標（「關鍵績效指標」）

全球暖化及氣候變化已成為全球各地面對的重大環境問題。本集團在運營上堅持可持續發展的戰略，以減低能源消耗和碳排放為目標及一直探索對環境較少有害影響的營運方式，重視良好的環境管理，努力保護環境，以落實本集團應承擔的社會責任。

本集團定期追蹤最新國家和地區環境保護法律法規，以遵守當地政府相關的法律法規和貫徹落實環境政策，並以此為依據專注於加強環境保護的措施。本集團遵守與大氣及溫室氣體排放、污水排放、有害及無害廢物量產生有關的適用法律法規，包括《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》和《中華人民共和國固體廢物污染環境防治法》等等。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

In relation to the environmental aspect, this report mainly focuses on the environment impacts brought by our offices in China in its daily operation and the related measures. The Group has formulated relevant rules and regulations for the effective control and orderly management of the greenhouse gases and harmless waste etc generated during operation.

The responsible persons in charge of the Group's environmental affairs supervise the implementation of the above measures and relevant environmental protection policies. Under the strict supervision and guidance, every department endeavours to implement the environmental protection policies of the Group and ensure that all operation processes comply with legal requirements. The responsible persons at all levels of environmental protection will continue to review the policies and implementation procedures of the Group and report to the management appropriately. Suggestions would be made if necessary. When unexpected incident causes abnormal discharge during operation, the responsible persons should take emergency measures immediately to prevent the outspread of pollution and report to the management level in a timely manner for efficient coordination.

During the Reporting Period, the Group complied in all material aspects the relevant local environmental laws and regulations in relation to exhaust gas and greenhouse gas ("GHG") emissions, water and land discharge, and the generation of hazardous and non-hazardous waste that have a significant impact on the Group.

Exhaust Gas and GHG Emissions

Exhaust Gas Emission

Due to our business nature, the Group does not generate significant amount of exhaust gas emissions directly during its operations.

就環境層面報告，本報告主要針對本集團位於中國的辦公室在日常營運過程中對環境的影響及相關措施。本集團制定了有關環境管理制度和規程，規範運營中產生之少量溫室氣體和無害廢棄物等。

本集團環境事務相關負責人員會監督上述措施及相關環保政策的實施情況。讓各部門在嚴格的監察及指導下，盡其所能執行集團的環保政策，確保所有業務流程符合法律要求。各級環保事務負責人員會持續審視集團的政策及實行程序，並適當彙報予管理層，如有需要會提出建議措施。在營運過程中，如出現突發事件造成排污異常，負責人應該立即採取應急措施，防止污染擴大，並及時向管理層彙報，以做好協調工作。

於本報告期間，本集團並沒有任何就空氣及溫室氣體、排放物、水及土地的排污以及有害及無害廢棄物產生、對本集團有重大影響的當地相關環境法律法規之違規事件。

廢氣及溫室氣體排放

廢氣排放

基於業務性質，本集團的營運過程中並不會直接產生大量廢氣排放。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

GHG Emissions

The principal GHG emissions of the Group is the energy indirect GHG emissions generated from purchased electricity, paper usage in office and business air travel by employees (Scope 2 and 3) and direct greenhouse gas emissions from petrol consumed on transportation (Scope 1). The Group has set a target to reduce GHG emissions gradually throughout the Reporting Period, using FY2022 as the baseline year. In order to achieve the target, we reactively adopt electricity conservation and energy saving measures as well as other measures to reduce GHG emissions, including:

- proactively adopt measures for environmental protection, energy conservation, and water saving. Relevant measures are described under “Energy Consumption” in Section A2;
- conduct monthly vehicle maintenance to reduce fuel consumption effectively, thereby reducing carbon emissions and exhaust emissions;
- phase out any trucks that fail to satisfy the standards of the national and regional emission policy (National Standard IV or EU V), purchase regular diesel and gasoline for vehicles, and conduct annual inspections to ensure the compliance with national emission standards;
- environmental principles are taken into consideration when launching each project at the project level. For example, when selecting suppliers, whether the materials used by the suppliers in the activities are harmful to the environment and whether they can effectively save energy and reduce GHG emissions will be considered;
- reduce the number of business trips through utilising electronic communication such as video conference and WeChat meetings; and
- encourage employees to use public transport.

溫室氣體排放

本集團的主要溫室氣體排放來源於外購電力、辦公室紙張消耗及員工商務旅行造成的能源間接溫室氣體排放(範疇二及三)以及交通運輸所消耗的汽油造成的直接溫室氣體排放(範疇一)。本集團旨在實現以二零二二年度為基準，在下個報告年度內減少溫室氣體排放的目標。為達成此目標，本集團積極採取節電和節能措施，以減少溫室氣體排放，包括：

- 積極採取環保節能措施，相關措施將在A2部分中「能源消耗」分段中的說明；
- 對所屬車輛進行按月檢修，以有效地降低燃料消耗，從而減少碳排放及廢氣排放；
- 根據國家及地區排放政策規定(國標IV或歐盟五期)，淘汰不達標貨車，為車輛採購正規柴油、汽油，並每年進行檢驗，確保達到國家排放標準；
- 在項目層面上，於每一個項目上考慮環保原則，如選擇供應商時考慮供應商於活動使用之物料是否對環境有害及是否能夠有效節省能源和減低溫室氣體排放；
- 通過視像會議和微信會議等電子溝通方式減少出差次數；及
- 提倡員工乘坐公共交通工具出行。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

In addition to the measures above, the Group issues environmental-related memorandum to its staff to raise their awareness of environmental protection. Also, notices and posters relating to the environmental information have been placed in the offices to promote the best practices of environmental management.

除上述措施外，本集團向員工發放環保通訊，以提高環保意識。此外，辦公室已掛上載有綠色資訊的通告和海報，以宣傳環境管理的最佳實踐。

The summary of GHG emissions performance:

溫室氣體排放表現概述：

Indicator ¹	Total emissions in 2023 (calculated in tonnes) 2023年排放總量 (以噸計算)	Intensity — Total GHG emissions per employee (tonnes/employee) ² 密度—每位僱員溫室氣體 排放總量(噸/僱員) ²
Direct GHG Emissions (Scope 1) 直接溫室氣體排放(範圍1)	16.1噸(tonnes)	0.05噸(tonnes)
Indirect GHG Emissions (Scope 2) 溫室氣體間接排放(範圍2)	107.7噸(tonnes)	0.32噸(tonnes)
Other Indirect Emissions (Scope 3) 其他間接排放(範圍3)	20.7噸(tonnes)	0.06噸(tonnes)
Total GHG Emissions 溫室氣體排放總量	144.5噸(tonnes)	0.43噸(tonnes)

Note:

備註：

- GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Resources Institute and the World Business Council for Sustainable Development, the latest released emission factors of China's regional power grid basis., "How to prepare an ESG Report — Appendix II: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and the latest release of greenhouse gas reporting emission factors from the UK Government's Department of Environment, Food and Rural Affairs (DERFA).
- In this report, calculation per employees were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.

- 溫室氣體排放資料乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、最新發佈的中國區域電網基線排放因數、聯交所發佈的《如何準備環境、社會及管治報告？— 附錄二：環境關鍵績效指標彙報指引》及英國政府的環境、食品及農村事務部(DERFA)最新發佈的溫室氣體報告排放因數。
- 除非另有說明，否則每位僱員產生用量是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Apart from GHG emissions, fuel consumption from motor vehicles also emits air pollutants, such as nitrogen oxides (“NO_x”), sulphur oxides (“SO_x”) and particulate matter (“PM”). As compared to last year, the amount of NO_x and PM emissions have increased. This is due to the resumption of business in 2023 as prevention and control measures caused by the pandemic relaxed relaxation of the pandemic, vehicles were being used more frequently. SO_x emission has increased while liquefied petroleum gas was being used as the majority fuel source, unleaded petrol was also one of our sources of fuel for vehicles. The decrease in number of employee in the Reporting Period also contributed to the increments in the emission intensities.

除溫室氣體排放之外，汽車燃料消耗亦排放大氣污染物，如氮氧化物、硫氧化物及懸浮粒子。與去年比較，本年度的氮氧化物及懸浮粒子排放有增長現象，因疫情管控措施的放寬，2023年相關業務工作全面展開，車輛使用次數增加。同時，硫氧化物排放有增長，本集團除了使用液化石油氣作主要汽車燃料，無鉛汽油也是我們車輛燃料的來源之一。除此之外，因本年度員工人數減少，以致人均排放量亦增加。

Air emissions 大氣排放物	Total air emissions in 2023 (calculated in gram) 2023年排放總量 (以克計算)	Intensity — Total air emissions per employee (gram/employee) ¹ 密度—每位僱員溫室氣體 排放總量(克/僱員) ¹
Nitrogen oxides (NO _x) 氮氧化物	12,681.9克 (gram)	37.52克 (gram)
Sulphur oxides (SO _x) 硫氧化物	89.2克 (gram)	0.26克 (gram)
Particulate matter (PM) 懸浮粒子	933.7克 (gram)	2.76克 (gram)
Note:	備註：	
1. In this report, calculation per employees were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.	1. 除非另有說明，否則每位僱員產生用量是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。	

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Domestic Sewage

The Group discharges domestic sewage during daily operation, which is discharged into the urban sewage pipe network after being purified by the underground sewage treatment facilities.

As the waste water discharged by the Group will be disposed through the municipal sewage pipe network to the regional water purification plant, the water consumption of the Group is considered as sewage discharge. The data on the discharge of sewage will be described in the section "Water Consumption" in Section A2.

Waste Management

The Group adheres to the waste management principles and strives to properly manage and dispose wastes produced by our business activities. All our waste management practices have been compiled with laws and regulations relating to environmental protection. The non-hazardous wastes generated by the Group's operations mainly consist of domestic waste. After collected and sorted by the Group, such wastes will eventually be collected and processed by general waste service providers. Recyclable wastes (such as paper) will be recycled for reuse.

We will regularly monitors the amount of domestic waste discharge and have implemented a number of reduction measures. The Group has set a target to reduce non-hazardous wastes gradually throughout FY2023, using FY2023 as the baseline year. The Group's offices have also provided suitable facilities and encouraged our staff to sort and recycle the wastes to achieve the objectives in mitigating wastes, reusing and recycling during its operations. The Group maintains high standard in waste reduction, educates its employees the significance of sustainable development and provides relevant support in order to enhance their skills and knowledge in sustainable development. With the above measures we have adopted, the non-hazardous waste generated is minimized.

生活污水

本集團在日常運營過程中亦排放生活污水，排放的生活廢水經地下污水處理裝置淨化後會排入城市污水管網。

由於本集團排放的廢水會經市政污水管網送區域水質淨化廠處理，因此本集團耗水量即為污水排放量，污水排放量資料將於A2部分中「水源消耗」一節中說明。

廢物處理

本集團堅守廢物管理原則，致力適當處理及處置我們的業務活動產生的所有廢物。我們的所有廢物管理慣例符合相關環保法律及規例。本集團業務活動產生的無害廢棄物主要為生活垃圾。經收集及分類後，該類廢物最終會統一由一般廢物服務供應商收集及處理，可循環再造的廢物(如紙張等)則會得到回收以再利用。

我們會定期監察生活垃圾排放量，並執行多項減少用量措施。本集團設立本集團旗下辦公室亦提供適當設施，並鼓勵員工分類廢物來源及循環再用廢物，力求於營運過程中做到減廢、再用及再造，旨在實現以二零二三年度為基準，在報告年度內減少無害廢物排放的目標。本集團在減廢方面維持高標準，並教導員工可持續發展的重要性及提供相關支持，培養他們實行可持續發展的技能 and 知識。由於我們採取以上措施，因此所生產的無害廢物已經減至最少。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The summary of major non-hazardous wastes discharge performance for the Group:

本集團的主要無害廢物排放表現概述：

Category of waste 廢物類別	Total discharge in 2023 2023年排放總量	Intensity — Total non-hazardous wastes discharge per employee (unit/employee) 密度—每位僱員相關無害廢物排放總量 (單位/僱員)
Domestic Waste ¹ 生活垃圾 ¹	77噸(tonnes)	0.23噸(tonnes)
Note:		備註：
1. In this report, calculation per employees were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.		1. 除非另有說明，否則每位僱員產生用量是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。
Due to our business nature, the Group does not directly produce hazardous wastes in its business activities.		基於業務性質，本集團的營運過程中並不會直接產生有害廢棄物。
<p><i>Digitalised Office</i></p> <p>The Group is committed to establishing a digitalised office. The office makes full use of the online system, while general business notices and data transmissions are conducted through the internet system. Printing and copying are minimised to the largest extent to reduce paper usage, while double-side printing is also encouraged. The use of used envelopes and the reuse of used paper, cartons and folders are also encouraged during daily operation. The office is responsible for supervising the amount of paper usage and the waste paper is collected and disposed by the administrative department and the office. Reusable paper products, such as briefcases, envelopes, etc. are collected and recycled while the use of disposable paper products, such as paper cups and paper towels, is encouraged to minimise to the largest extent. In addition, the Group places "Green Message" reminders on office equipment to further enhance employees' environmental awareness.</p>		<p><i>電子化辦公室</i></p> <p>本集團致力於建立一個電子化的辦公室。辦公室內充分利用網上系統，一般事務性通知、資料傳送等通過網路系統進行，建立電子工作流程。盡量避免列印及複印文件，減少使用紙張，辦公用紙盡量雙面使用，並盡量使用舊信封和循環使用曾用過的紙張、紙箱、信封及文件夾。辦公室負責監督紙張用量；廢棄紙張由行政管理部及辦公室統一回收處理。收集並重複利用可反覆使用的紙製品，如公文袋、信封等，以及盡量減少使用一次性紙製品，如紙杯、紙巾。除此以外，本集團亦會在辦公室設備貼上「環保訊息」提示，以提高員工的環保意識。</p>

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

A2. Use of Resources

General Disclosure and KPIs

With the aim to actively promote the effective use of resources, the Group monitors the potential impact of business operations on the environment at real time and promotes green office and operating environment by adopting four basic principles, i.e. reduce, reuse, recycle and replace, thus minimising the impact of the Group on the environment.

Due to the business nature, the Group has a relatively low energy consumption and water consumption, especially on water consumption. As stated in A1, the Group has formulated policies and procedures related to environmental management to manage the use of water, electricity and oil by monitoring monthly usage statistics, focusing on management of key energy-consuming equipment, and regulating the operation procedure of equipment, in order to use the energy more efficiently.

The Group strictly complies with the “Water Law of the People’s Republic of China”, “Electric Power Law of the People’s Republic of China”, “Law of the People’s Republic of China on Conserving Energy”, and other relevant laws and regulations. During the Reporting Period, the Group was not aware of any material non-compliance of the above laws and regulations.

Energy Consumption

The major energy consumption of the Group during its daily operation is electricity and natural gas consumption in the operation, and petrol and diesel consumption via transportation.

The Group has set a target to reduce energy consumption gradually throughout FY2023, using FY2022 as the baseline year. In order to achieve the target, the Group has formulated rules and regulations to achieve the goal of electricity saving and effective consumption. The relevant specific measures are as follows:

- select energy-efficient equipment and electrical appliances for use in production and office areas, and gradually replace obsolete equipment with energy-saving certified alternatives;

A2. 資源使用

一般披露和關鍵績效指標

本集團以積極推動有效使用資源為宗旨，實時監察業務營運對環境帶來的潛在影響，並通過減少、重用、回收及取代四個基本原則，推廣綠色辦公及營運環境，將集團營運對環境的影響減至最低。

基於業務性質，本集團的能源消耗、用電量及耗水量相對較低，尤其耗水量微乎其微。如A1層面部分所述，本集團已制定了與環境管理相關的政策和程序，對水、電和油等能源使用進行管理，每月統計用量，對主要耗能設備進行重點管理，規範設備作業流程，以充分有效地利用能源。

本集團嚴格遵守《中華人民共和國水法》、《中華人民共和國電力法》、《中華人民共和國節約能源法》以及其他相關法律及法規。在報告期內，本集團並不知悉任何重大違反上述法律及法規的重大事宜。

能源消耗

在日常生產運營中，本集團的主要能源消耗為營運耗電及消耗的天然氣及交通運輸所消耗的汽油和柴油。

本集團制定了規章制度以達到節約用電及有效使用電力，以二零二二年度為基準，在報告年度內減少能源消耗的目標，相關具體措施如下：

- 生產和辦公用電要選用節能的設備及電器，逐步用節能認證的新設備替代過時的設備；

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

- forbid the use of large-power electrical appliances, such as heaters, kettles, refrigerators, etc., brought by employees for individual use to avoid overload. Employees should turn off all their own electrical appliances when they leave office;
- timely turn off all the unnecessary lights, air conditioners, computers and other office equipment in office areas, conference rooms and corridors when they are not in use to avoid any waste;
- avoid wasting electricity by not allowing employees to stay in the office after 23:00;
- use energy saving bulbs/LED lamps instead of traditional lamps;
- forbid the run of idle equipment, unreasonable electric wiring distribution, etc.;
- strictly regulate the use of air conditioners. During the summer, office air conditioning temperature should be adjusted to not less than 18 degrees Celsius; During the winter, the maximum set temperature should be 25 degrees Celsius to avoid the wasting electricity;
- remind the employees to turn off their computers (host/monitor) when they go out for a long time, and switch them to standby or sleep mode when they go out for lunch; and
- enhance the maintenance and overhaul of equipment, maintain the best condition of all electronic equipment for effective use of electricity.
- 員工嚴禁使用大功率自帶電器，如電暖氣、電水壺、電冰箱等，避免超負荷用電。員工下班離開工作區時應關閉自帶的所有電器；
- 辦公區、會議室和樓道內的燈、空調、電腦等辦公設備在不需要的時候，要及時關閉，避免浪費；
- 晚上留置辦公場所一律不得超過23:00，以避免浪費電力；
- 使用慳電膽／LED燈，代替傳統燈管；
- 嚴禁設備空運轉、配電線路佈線不合理等現象；
- 嚴格規定空調的使用，辦公區供暖季室溫標準為18攝氏度，供冷季室溫標準為25攝氏度，以避免浪費電力；
- 提醒員工長時間外出時要關閉自己的電腦(主機／顯示器)，中午外出就餐休息時，將電腦處理到待機或休眠狀態；及
- 加強對設備的維護檢修，將各電子設備保持最佳的狀態，有效地使用電力。

In addition, by posting energy-saving slogans, etc. the Group instils the consciousness of energy conservation and environmental protection into the work and life of every employee. Due to our effective control on energy usage, we have largely reduced our energy consumption.

另外，本集團通過張貼節電標語等，將節能環保意識滲透到每位員工的工作和生活中。基於我們有效控制能源消耗，本集團大量減少了能源消耗。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

During the Reporting Period, we have only consume indirect energy and the indirect energy consumption of the Group and its intensity were as follows:

於本報告期間，本集團只有消耗間接能源，我們間接能源消耗量和其密度為：

Type of indirect energy 間接能源種類	Electricity consumption (‘000 kWh) 能源消耗量 兆瓦時	Intensity — generated amount per employee (‘000 kWh/employee) 密度1—每位僱員 產生用量(兆瓦時/僱員)
Petrol 汽油	58.8	0.17
LPG 液化石油氣	94.6	0.28
Electricity 電力	176.5	0.52

Note:

- In this report, calculation per employees were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.
- The natural gas usage is presented in terms of kWh and is based on, but not limited to, the conversion factors presented in the website “LS-energy HK” by CLP Power Hong Kong Limited.

Water Consumption

Water consumption is mainly for domestic purposes only, so we do not set efficiency targets. We are not aware of any issue in sourcing water for the aforesaid purpose. However, we still have to some to control the water consumption in order to contribute to the environment protection:

- encourage all employees and customers to develop the habit of conserving water consciously. Pantry and washrooms are posted with environmental messages to remind employees for water conservation, which results in further enhancing our employees’ awareness in water conservation;

備註：

- 除非另有說明，否則每位僱員產生用量是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。
- 天然氣資料乃按兆瓦時呈列，並參照包括但不限於中華電力有限公司的「能源通識站」網站所載的換算因數。

水源消耗

本集團的用水主要是辦公區的生活用水。因此，我們在求取適用水源上沒有任何問題，並不會對用水量作具體目標。但為環境出一份力，我們仍有制定了規章制度去控制用水量：

- 鼓勵所有員工和客戶養成自覺節約用水的習慣，本集團一直加強節水宣傳，茶水間及洗手間均貼有環保訊息，提醒員工節約用水，同時進一步提高了員工的節水意識；

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

- use water saving fixtures, such as faucets and toilets;
 - always turn taps off tightly; check the hoses and pipes for leaks, cracks, and other damage regularly and repair it in a timely manner to avoid water leakage;
 - set a water quota in the pantry to encourage staff to save water;
 - reuse water in cleaning.
- 使用閥門、節水式馬桶等節水設備；
 - 及時關閉用水設備，定期檢查用水設備，減少跑冒滴漏；
 - 在茶水間設定用水限額，促使員工節約用水；
 - 生活用水可儲存、用於辦公區清潔等。

We have made significant effort to reduce the use of water resources and minimize water usage. During the Reporting Period, the water consumption (i.e. wastewater discharge) of the Group and its intensity were as follows:

由於疫情，清潔加強後耗水量有小幅度的增長。被於本報告期間，本集團用水量(即污水排放量)和其密度為：

Water consumption (calculated in m ³) 用水量(以立方米計算)	Intensity1 — generated amount per employee (m ³ /employee) 密度1—每位僱員產生用量(立方米/僱員)
------------------------------------------------------------------	--------------------------------------------------------------------------------------------------

3,483.0立方米(m³)

10.30立方米(m³)

Note:

備註：

1. In this report, calculation per employees were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.

1. 除非另有說明，否則每位僱員產生用量是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。

Packaging Material

Due to our business nature, the Group does not produce any final products nor does it have any industrial facilities. Thus, it does not consume any significant amount of packaging materials during its daily operations.

包裝材料使用

基於業務性質，本集團不生產任何最終產品，亦沒有任何工業設施，因此在日常營運過程中並不會消耗大量包裝材料。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

A3. The Environment and Natural Resources

General Disclosure and KPIs

Despite of the fact that the Group does not have direct damage create any significant impact on the environment and natural resources due to the business nature, the Group pursues the best practice with the environment protection. In addition to complying with relevant environmental laws and regulations and international standards to properly preserve the natural environment, the Group has integrated the concept of environmental protection into its internal management and daily operation with the aim of achieving environmental sustainability. Relevant measures are described in "Emissions" and "Use of Resources".

A4. Climate Change

General Disclosure and KPIs

We recognise that climate change poses significant risks to our business. We are firmly committed to managing climate-related impacts across our operations and to developing mitigation, adaptation and resilience strategies to address those impacts in line with the national direction.

In addition to the approach and initiatives disclosed in the above section, we ensure that relevant information and necessary resources are available for building adaptive capacity for monitoring climate impacts on our diverse operations and managing potential climate transition risks.

Our operating networks are not immune to climate-induced extreme weather events like typhoons and rainstorms. These impact our business whether through business interruption or by even putting the safety of our staff and customers at risk. Through our clear work arrangement policies and constant communication with our people, we are better prepared than ever to respond to these emergency situations.

A3. 環境及天然資源

一般披露和關鍵績效指標

基於業務性質，本集團並沒有對環境及天然資源構成直接及重大影響。縱使如此，本集團亦追求保護環境的最佳實務。除了遵循環境相關法規及國際準則，適切地保護自然環境外，為致力達成環境永續之目標，本集團亦將環境及天然資源保護的概念融入內部管理及日常營運活動當中。相關措施已「排放」及「能源使用」提及。

A4. 氣候變化

一般披露和關鍵績效指標

我們了解氣候變化對我們的營運帶重大風險。我們堅定承諾管理我們運作對氣候變化的影響，並建立與國家方向相符的彈性策略，去減輕和適應有關氣候變化的影響。

除了在上部份提及的環保措施，我們確保有相關資訊及資源可供建立適應能力，從而監管氣候變化對我們多方面的營運，並管理潛在氣候變化風險。

我們運作並沒有對如颱風及雷暴等極端天氣等免疫。上述天氣影響我們營運，並會對我們員工及顧客安全構成威脅。透過我們清晰的工作安排政策及與顧客及員工的緊密溝通，我們做了更加完善的準備功夫，以應對緊急情況。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

B. Social

B1. Employment

General Disclosure

The success of the Group is highly dependent on its capability to attract, cultivate and retain employees. The Group views our employees as our most important and valuable assets and core competitive advantage, and the Group adheres to a people-oriented approach, respects and safeguards the legitimate interests of every employee, standardises labour employment management, protects employees' occupational health and safety. The Group also enhances democratic management, protects the vital interests of employees, and fully respects and values their enthusiasm, initiative and creativity in order to build a harmonious staff relationship. The Group's team adheres to the values of "HC's benefit first, actions correspond with words, true to our word, create values for customers".

The Group actively complied with laws and regulations, such as the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China" and the "Regulations on Work-related Injury Insurances". The Group has accordingly formulated a series of relevant personnel management policies to provide employees with a healthy, positive and motivative working atmosphere, and guides employees to actively integrate personal pursuits into the long-term development of the Group.

During the Reporting Period, the Group was not aware of any material non-compliance of laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination and other benefits and welfare.

B. 社會

B1. 僱傭

一般披露

本集團的成功十分依賴於吸引、培養及留住員工的能力，因為員工是本集團最大及具價值的資產和競爭優勢的核心。本集團堅持以人為本，尊重和保障每一位員工的合法權益，規範勞動僱傭管理，保障員工職業健康安全，加強民主管理，維護員工切身利益，充分尊重和重視激發員工積極性、主動性和創造力，以構建和諧的勞動關係。本集團的團隊堅持「慧聰利益至上，言行一致，說到做到，為客戶創造價值」的價值觀。

本集團積極遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《工傷保險條例》等法律法規。本集團據此制定了一系列相關人事管理政策，為員工提供健康、陽光和向上的工作氛圍，引導員工積極將個人追求融入到本集團長遠發展之中。

於本報告期間，集團並未發現任何違反與補償和解僱、招聘和晉升、工作時間、休息時間、平等機會、多樣性、反歧視和其他福利有關的重大事宜。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The following table shows the number and breakdown of the Group's employees categorized by gender, employment type, age group and geographical region as at 31 December 2023:

以下為於截至二零二三年十二月三十一日按性別、僱傭類型、年齡組別及地區劃分的僱員總數：

Category		Number of employees as at 31.12.2023 員工數目 於二零二三年十二月三十一日	Percentage of employees as at 31.12.2023 百分比 於二零二三年十二月三十一日
分類			
Total number of employees 員工總人數		338	100.0%
By gender 按性別	Male 男性	211	62.4%
	Female 女性	127	37.6%
By age group 按年齡組別	Aged 18–30 18–30歲	133	39.3%
	Aged 31–40 31–40歲	166	49.1%
	Aged 41–60 41–60歲	38	11.2%
	Aged over 60 60歲以上	1	0.3%
	General Staff 一般員工	290	85.8%
By employment type 按僱傭類型	Middle Management 中層管理人員	31	9.2%
	Senior Management 高級管理人員	17	5.0%
	Mainland China 中國內地	337	99.7%
By geographical region 按地區	Hong Kong 香港	1	0.3%

Note 1:

The above information were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.

註1：

除非另有說明，否則上述資料是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Compensation and Benefits

The Group, as an e-commerce operator, needs to be more creative and flexible than traditional businesses. The Group has established a fair, reasonable, and competitive remuneration system for salary payments to employees based on the principle of fairness, competition, incentives, reasonableness, and legality. The remuneration of the employees of the Group comprises basic salary, performance bonus, position subsidy, related subsidies and other various bonuses. In addition, the Group conducts annual assessments in accordance to changes in macro-economic factors (e.g. national policies and price levels), industry and regional remuneration levels, changes in the Group's development strategy, and the overall effectiveness of the Group, and makes corresponding adjustments to staff remuneration.

The Group enters into labour contracts with employees in accordance with the Labour Contract Law. The signing rate of the labor contracts is 100%. In accordance with the law, the Group legally pays "five social insurance and one housing fund" for its employees, namely endowment insurance, medical insurance, unemployment insurance, employment injury insurance, maternity insurance, and housing provident fund in accordance to the relevant laws and regulations in the PRC, to ensure that employees covered by social insurance.

The Group earnestly safeguards the legitimate interests of labour in accordance with the requirements of the national and local laws and regulations (e.g. the Labor Law), respects the rights of employees to rest and leave, and regulates their working hours and their rights for various types of rest times and holidays. Following the "Regulation on Paid Annual Leave for Employees" and other relevant regulations, we implement the paid leave policies for employees. In addition, employees are allowed to apply for flexible working schedule based on their job requirements.

薪酬福利

本集團作為一家電子商務營運商，需要比傳統產業更創新及靈活。本集團建立了一套相對公平、合理且有競爭力的薪酬體系，基於公平、競爭、激勵、合理及合法原則，為員工發放薪酬。本集團員工薪酬由基本工資、績效工資、崗位補貼、相關補貼和各種獎金等組成。此外，本集團每年對國家政策和物價水準等宏觀因素的變化、行業及地區薪資水準、集團發展戰略變化以及集團整體效益情況進行評估，並對員工薪酬等作相應調整。

本集團按照《中華人民共和國勞動合同法》依法與員工簽訂並履行勞動合同，勞動合同簽約率為100%。本集團依法為員工繳納「五險一金」，即養老保險、醫療保險、失業保險、工傷保險、生育保險以及住房公積金，保障員工享受社會保險待遇。

本集團按照《中華人民共和國勞動法》等國家和地方法律法規的要求切實保障勞動者合法權益，尊重員工的休息和休假的權利，規範員工的工作時間及其享有的各類休息時間和假期的權利。我們按照《職工帶薪年休假條例》等相關規定，實施員工帶薪年休假制度。此外，員工亦可因應工作情況申請彈性工作時間。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The Group has been committed to providing thoughtful and comprehensive employee benefits and actively organising various activities. On the one hand, it creates a warm family atmosphere with meticulous care to employees. On the other hand, it helps employees to enjoy work-life balance through such benefits. The relevant benefits and activities are as follows:

- organise various recreational activities, such as annual dinner and festival activities etc. to enhance the sense of belongings;
- provide employees with free drinks and snacks during rest periods;
- provide family vacation benefits such as marriage leave and maternity leave so that employees can spend time with their families; and
- distribute festive foods, such as mooncakes and Zongzi, to employees during certain traditional festivals (such as Lunar New Year, Mid-Autumn Festival and Dragon Boat Festival) in recognition of their contributions and dedicated work to the Group.

Employment, Promotion and Dismissal

The Group has continuously established and improved its recruitment and selection system. In the recruitment process, we will standardise the hiring procedures and recruitment principles, adhere to the hiring principles of morality, knowledge, ability, experience and fitness applicable to job positions as well as the principles of justice, fairness, equality, and openness, so as to continuously attract talents.

The Group specifies the basis and process for staff promotion, transfer and demotion management, regulates the resignation and exit process, and protects the interests of both employees and the Group.

本集團一直致力於提供周到全面的員工福利，積極組織豐富多彩的活動，一方面營造溫暖的大家庭氛圍，讓員工感受到無微不至的關懷，另一方面亦透過這些福利幫助員工在工作與私人生活之間達致平衡。相關福利及活動如下：

- 舉辦年會、節日活動等娛樂文體活動，提高員工的歸屬感；
- 在小休時為員工提供免費茶水及小食；
- 提供家庭休假福利，例如結婚假及產假，以及較長的春節假期，以便員工與家人共度時光；及
- 在某些傳統節日(比如農曆新年、中秋節及端午節)，向員工分發月餅及糉子等節日食品，藉以致謝他們對本集團之貢獻及辛勤工作。

招聘、晉升及解聘

本集團不斷建立和完善人才招聘選拔制度。在招聘過程中規範錄用流程和招聘原則，堅持品德優秀、學識、能力、經驗和體格適合於所任崗位的聘任原則，堅持公正、公平、平等及公開原則，從而不斷吸引和招攬優秀人才。

本集團明確人員晉升、調動和降級管理的依據及流程，規範離職流程，以保護員工和集團雙方的利益。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The Group has implemented a fair and open assessment system to provide employees with opportunities for promotion and development based on their work performance and internal assessment results so as to explore their potential at work. In order to optimise the allocation of human resources within the Group, to provide more opportunities and platforms for employees' career development and to meet the Group's needs of sustainable development, the Group has established a reserve talent pool and arranges tailor-made trainings and leadership positions for key training targets. The Group gives priority to promote employees who contribute more than the others.

The following table shows the turnover rates of the Group's employees for the Reporting Period

本集團已經落實了一套公平公開的考核制度，按照員工的工作表現及內部考核結果，為員工提供晉升及發展的機會，以發掘其工作潛能。為實現集團內部人力資源的優化配置，為員工的職業發展提供更多的機會和平台，滿足集團可持續發展需求，本集團建立了後備人才庫，對重點培養對象安排有針對性的培訓和領導崗位鍛煉。對集團有更多貢獻的員工，本集團在競聘上崗時優先任用。

下表載列本集團於報告期間的員工流失率

Category		Number of employees left 於2023年離職的 員工數目	Turnover rates 離職率
Total turnover rate 總流失比率		147	38.0%
By gender 按性別	Male 男性	84	35.4%
	Female 女性	63	42.1%
By age group 按年齡組別	Aged 18-30 18-30歲	61	40.9%
	Aged 31-40 31-40歲	61	32.5%
	Aged 41-60 41-60歲	25	51.0%
By geographical region 按地區	Aged 18-30 中國內地	147	38.1%
	Hong Kong 香港	0	0.0%

Note 1:

The above information were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.

註1:

除非另有說明，否則上述資料是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Equal Opportunity, diversity and anti-discrimination

We value multiculturalism as it can enhance staff communication and creativity. The Group strictly complies with national and local government regulations by adopting a fair, just and open recruitment process and developing relevant system files to eliminate discrimination in the recruitment process. Employees faces no discrimination regardless of race, gender, colour, age, family background, ethnicity, ethnic tradition, religion, physical fitness and nationality and thus allowing them to enjoy fair treatment in every aspect including recruitment, salary, training and promotion. In the Group, male and female staff received the same remuneration with the same job duties. The Group endeavours to attract professionals with diverse backgrounds to join together. We also recruit from different minority groups, including Manchu, Hui, Mongol, Miao, Zhuang, Tujia, Tibetan, Duar and Dong, etc.

B2. Health and Safety

General Disclosure

The Group recognises the importance of the health and safety of its employees, commits itself to providing employees with a healthy, safe and comfortable working environment and strives to eliminate potential health and safety hazards at workplaces. We follow relevant laws and regulations such as the “Labor Law of the People’s Republic of China”, “Law of the People’s Republic of China on Prevention and Control of Occupational Diseases” and “Fire Protection Law of the People’s Republic of China”, etc.

During the past three years, the Group did not record work-related fatality of employees; during the Reporting Period, we did not record any work-related injury. Hence, there was no any lost days due to work injury and no claims or compensation were paid to our employees due to such events, and was not aware of any material non-compliance of laws and regulations relevant to providing a safe working environment and protecting employees from occupational hazards.

機會平等、多元化及反歧視

本集團推崇多元文化，這有助加強員工之間的溝通及創造力。本集團嚴格遵守國家及地方政府各項法規，採取公平、公正、公開的招聘流程，制定了相關制度檔以杜絕招聘過程中的歧視現象，不因種族、性別、膚色、年齡、家庭背景、民族傳統、宗教、身體素質和國籍等因素歧視任何一位員工，讓員工在招聘、薪酬、培訓和晉升等各個階段享受公平待遇，男女員工同工同酬，以盡力羅致不同背景的專才加入本集團。我們亦聘用少數民族員工，包括滿、回、蒙古、苗、壯、土家、藏、達幹爾、侗族等。

B2. 健康與安全

一般披露

本集團高度重視員工的健康與安全，致力於為員工提供健康、安全和舒適的工作環境，努力消除潛在工作場所健康及安全危害。我們嚴格執行《中華人民共和國勞動法》、《中華人民共和國職業病防治法》、《中華人民共和國消防法》等相關法律法規。

在過去三年，集團並無錄得任何因工亡故事故；在本報告年度，沒有錄到任何工傷，因而沒有因工傷損失的工作日數，並無因該等事件而向我們的僱員支付索償或補償以及並未發現任何違反與提供安全工作環境和從職業危險保障僱員相關的法律法規的重大事宜。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Internal Health and Safety Management System

The Group maintains an internal audit and inspection system to ensure the health and safety of customers, the public and employees during the operation. The review process is designed to ensure that the workplace is under constant monitoring and to identify and correct the deficiencies that do not meet the standard. The Group regularly reviews the safety issues of offices and actively encourages employees to report health and safety incidents and risks. The information learned from proactive monitoring and the issues identified in the retrospective review will be used to further improve the training programs, policies, and operation procedures to maintain safe behavioural norms.

We have developed a series of code of conduct for safety management in office, which is in line with the mission of "Prevention go first, Eliminate the invisible dangers" to ensure the safety in the office areas. The Group regulates the operation procedures, including the placement of office facilities and office appliances, regional electricity operation, safety training and exercises, prevention of malignancy accidents, first-aid treatment tools, setting up fire-fighting equipment and personal conduct standards for employees. All employees are required to follow the safety guidelines.

We also arrange body checks for employees and pay particular attention to employees who have abnormal examination results and give them treatment advice. We also organise occupational health seminars to raise the health awareness of our employees.

Fire Safety

The Group has also formulated fire safety systems in accordance with the "Fire Protection Law of the People's Republic of China" and the "Administrative Regulations of Fire Control Supervision of Construction Works". Fire drills are conducted to raise the staff's awareness of fire prevention and improve the fire evacuation plans. In addition, we also have first aid kits and fire extinguishers in workplace in response to emergencies.

內部健康與安全管理制度

本集團維持內部審核及檢查制度，以確保營運過程中客戶、公眾及員工的健康及安全。審核過程旨在保證工作場所處於不斷的監控中，發現設定標準有關的不足之處並加以整改。本集團會定期檢查及審查各辦公室的安全問題，並積極鼓勵員工報告健康及安全事故及風險。從主動監控中了解的情況及從事故回顧中發現的問題會用於進一步改善及完善培訓計劃、政策及工作實踐，從而確立安全行為規範。

我們制定了一系列辦公室安全行為規範，本著「預防為主，杜絕隱患」，保障辦公區域的安全，規範涵蓋辦公設施及辦公用具的擺放、區域用電操作、安全培訓及演習、防止惡性事故、急救處理工具、消防器材設置、員工個人行為規範等範疇。所有員工都必須遵守安全指引。

我們亦有安排員工進行健康體檢，關注體檢異常者並給予治療建議。我們亦會組織職業健康研討會以提高員工的健康意識。

消防安全

本集團亦根據《中華人民共和國消防法》和《建設工程消防監督管理規定》制定消防安全制度，進行火警演練以加強全體員工的防火意識和改進我們的消防疏散計劃。此外，我們亦有於辦公室不同地點放置急救及防火用品並清楚標示放置地方以應對緊急情況。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Working Environment

The Group is committed to providing employees with a comfortable and green working environment to enhance work efficiency. The Group implements a 5S management system (sort, set in order, shine, standardise and sustain) to maintain office discipline and environmental hygiene and to keep the personal office area and public areas clean and tidy. Our staff will monitor the condition of the living and working environment from time to time to set up emergency plans in advance, and adopt prevention and control measures to identify problems and risks on a timely basis. We will deal with the identified problems and potential risks in time to maintain a sound working environment.

On the other hand, the Group regularly monitors and measures indoor air quality in the workplace. The Group maintains indoor air quality and filters pollutants and dust by using air purification equipment in the workplace and cleaning air conditioning system regularly.

B3. Development and Training

General Disclosure

As the Internet and technology are developing rapidly in the e-commerce industry, the Group needs to understand the market environment and improve their organization skills and personal abilities to enhance their competitiveness. The Group focuses on the internal training and the establishment of development system. Employees at all levels can satisfy their needs of trainings through multiple training programs, including induction training, management skills training, technical skills training and potential talent training. Through these trainings, they are able to enhance the skill sets and upgrade the quality of services of the Group, not only boosting the sustainable development of the Group, but also facilitating the personal growth of individual employees.

工作環境

本集團致力為員工提供舒適及綠化的工作環境，以提升工作效率。本集團運用5S管理(整理、整頓、清掃、清潔、素養)維持辦公室秩序及環境衛生，保持個人辦公區域及公共區域環境整潔。我們的工作人員會不定時巡視生活區及辦公區，做好預防性的事前管理，及時發現問題和隱患，並及時解決，以保持良好的工作環境。

另一方面，本集團定期監控及測量工作場所的室內空氣質素。本集團通過在工作場所採用空氣淨化設備以及定期清潔空調系統等舉措，以維持室內空氣質素以及過濾污染物及灰塵。

B3. 發展及培訓

一般披露

在電子商務行業裡，互聯網及科技發展迅速，本集團需要了解市場狀況及提升組織及個人能力，從而提升競爭力。因此，本集團注重企業內部管理培訓與發展體系的建立，通過入職培訓、管理人員培訓、高潛人才培訓等多元化培訓項目來滿足各層級員工的能力需求，提升員工技能，使員工能夠持續提供高品質的服務，助力集團可持續發展，同時助力員工個人成長及發展。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Training Management

The Group has developed training related procedures to regulate the training management of employees. Internal training is the main type of training in the Group. The management formulates annual training proposals and establishes corporate training files. The management regularly reviews the effectiveness of different internal and external training courses, so as to improve the effectiveness of the Group's training system. The Group will also conduct surveys with the trainees on their perception of the training courses, so that the training courses can better meet the needs of the employees. The Group will also provide allowances, remuneration and promotion incentives to encourage employees to participate in external training courses, such as relevant professional qualifications examinations. According to the training proposals, the Group evaluates and monitors the implementation of its training courses to provide appropriate training courses for different levels of employees.

Training Courses

The Group's in-house corporate training includes various forms of training courses, such as CEO leadership training, HCL middle level training, rotational training on integrated management themes, new employee training, potential talent training, etc.

As the Group grows and the number of employees increases, we provide the management level with a series of courses related to soft skill development. The goal is to strengthen their leadership and management skills, which is expected to drive the team to grow. The soft skills courses mainly focus on the following areas:

- leadership training system;
- all-rounded ability training system; and
- action learning training system.

The Group also recognises the importance of occupational safety training to protect the personal safety of employees. The relevant policies have been described in detail in sections B2, "Fire Safety" and "Internal Health and Safety Management System".

培訓管理

本集團制定了培訓相關程序以規範員工的培訓管理工作。本集團培訓方式主要為企業內部培訓，按年度由管理層擬定培訓計劃，建立企業培訓檔案。管理層會定期審視不同外部及內部培訓課程的有效性以協助提高集團培訓制度的效率。本集團亦會向受訓員工調查他們對培訓課程的觀感，以使培訓計劃及課程更能迎合員工的需求。本集團亦會提供津貼及薪酬及晉升獎勵，以鼓勵員工參加外部培訓課程如員工考取相關的專業資格，可獲得加薪或晉升機會。根據年度培訓計劃，本集團評估及監控其培訓課程的執行，以為不同級別的員工提供適當的培訓課程。

培訓課程

本集團企業內部培訓包括不同類型的培訓項目，如CEO領導力培訓、HCL中層管理培訓、綜合管理主題輪訓、新員工培訓、高潛人才培訓等等。

隨著公司發展，員工數目增加，為增強營運效率，我們為管理層提供一系列軟性技能課程。目的是加強他們的領導及管理能力，期望帶動團隊成長。軟性技能課程著重以下範疇：

- 領導力課程體系；
- 通用能力課程體系；及
- 行動學習課程體系。

本集團亦重視職業安全培訓以保障員工個人安全，相關政策已經在B2部分「消防安全」及「辦公室安全行為規範」兩節詳細描述。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Statistics in respect of development and training for the Reporting Period is set out below:

下列為於本報告年度有關僱員培訓的數據：

Statistics related to training		2023
有關培訓數據		二零二三年
Percentage of total trained employees who received training 總培訓人數百分比		41.4%
Total training hours 總培訓時數		1,725
Training Hours of Employees by Gender 培訓時數(按性別)	Male 男性	1,134
	Female 女性	591
Average Training Hours of Employees by Gender 平均培訓時數(按性別)	Male 男性	4.8
	Female 女性	4.0
Percentage of Employees Trained by Gender 有接受培訓的員工百分比(按性別)	Male 男性	66.3%
	Female 女性	33.8%
Training Hours of Employees by Category 培訓時數(按員工類別)	General Staff 一般員工	1,312
	Middle Management 中層管理人員	349
	Senior Management 高級管理人員	64
Average Training Hours of Employees by Category 平均培訓時數(按員工類別)	General Staff 一般員工	4.0
	Middle Management 中層管理人員	8.0
	Senior Management 高級管理人員	3.7
Percentage of Employees Trained by Category 有接受培訓的員工百分比(按員工類別)	General Staff 一般員工	81.9%
	Middle Management 中層管理人員	12.5%
	Senior Management 高級管理人員	5.6%

Note 1:

The above information were prepared based on the total number of 338 employees in our Beijing office, ZOL and Panpass as of 31 December 2023, unless otherwise stated.

註1:

除非另有說明，否則上述資料是根據2023年12月31日我們在北京總部、中關村在線及兆信股份共338名員工的總人數而編製的。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

B4. Labor Standard

General Disclosure

Prevent Child and Forced Labour

The Group has complied with applicable law relating to preventing child and forced labour, including the “Convention on the Abolition of Forced Labour” in respect of employment of labor, the “Labor Law of the People’s Republic of China” in respect of employing child labor under 16 and their legal rights, and the “Provisions on Prohibition of Child Labor”, which has been enacted and implemented since 1 December 2002.

The Group strictly prohibits the employment of any child labour and forced labor for the business in the PRC. The Group explicitly states the age requirement in the post of recruitment. New employees are required to provide true and accurate personal data when they are onboard. Recruiters should strictly review the employment documents including medical examination certificates, academic certificates, identity cards, and household registration information. The Group has established comprehensive recruitment procedures to check the background of candidates and reporting procedures to handle any exceptional situations, as well as the regular checking and audit procedures in order to prevent any child labor or forced labor in operation.

Once the Group has identified any case which fails to comply with the relevant labour laws, regulations or standards, the relevant employment contract will be immediately terminated and the relevant employees responsible for Human Resources Management will be disciplined accordingly. A report will also be made to the supervisory authority when the senior management considers it is necessary.

In addition, the Group complies the principle “overtime is at the employee’s discretion” so as to avoid violation of labour standards and effectively protect the rights and interests of employees. The Group also prohibits punitive measures, management methods and behaviours such as verbal abuse, physical punishment, violence, and mental oppression on employees for any reasons.

At the same time, the Group also refrains from engaging with sellers and contractors, that hire child labour or forced labor in their operations, to provide administrative supplies and services.

During the Reporting Period, the Group was not aware of any material non-compliance of the laws and regulations related to the prevention of child labour or forced labor.

B4. 勞工準則

一般披露

防止童工或強制勞工

本集團已遵守與避免童工及強制勞工有關的法律，包括：有關僱用勞工《廢止強迫勞動公約》、有關僱用16歲以下青少年及其法律權益的《中華人民共和國勞動法》，以及自二零零二年十二月一日起制定及執行的《人民共和國禁止使用童工規定》。

本集團嚴格禁止其中國業務僱用任何童工及強制勞工。本集團在招聘簡章上明確規定入職時的年齡要求，並要求新員工入職時提供真實準確的個人資料，招聘人員嚴格審查入職資料包括體檢合證明、學歷證明、身份證、戶口等資料。本集團已建立需檢查候選人背景的完善的招聘流程及處理任何例外情況的正式的報告程序，另外亦定期進行審查及檢查，以防止經營中存在的任何童工或強制勞動。

一旦本集團發現任何不符合相關勞動法律、法規或標準的情況，相關僱傭合同將立即終止，負責人力資源管理的相關員工將受到相應的紀律處分。當高級管理層認為有必要時，會將向監管機構提交報告。

此外，本集團員工加班遵循自願原則，以避免違反勞工準則，切實維護員工權益。本集團亦禁止以任何理由對員工進行辱罵、體罰、暴力、精神壓迫等懲罰性措施、管理方法和行為。

與此同時，本集團亦避免委聘該等已知悉在其經營中僱用童工或強制勞動的賣方和承包商提供行政用品及服務。

於報告期間，本集團並未發現任何違反防止童工或強制勞工相關的法律法規的重大事宜。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

B5. Supply Chain Management

General Disclosure

In addition to purchasing products according to the specified standards, price trends and product requirements, the Group also places great emphasis on the management of potential environmental and social risks in the supply chain. In order to regulate the procurement process and cost control more effectively and improve the transparency of procurement, the Group has established a rigorous and regulated procurement system and selection procedures, and puts forward requirements for suppliers on environmental and social risk control. The Group regularly evaluates supplier performance, strengthens the management of environmental and social risks, promotes the sustainable development of the enterprise, in order to build up the corporate image and reputation of the enterprise.

During the Reporting Period, we have approximately 100 suppliers related to administration, which are located in China, and no major suppliers of the Group were located in overseas. Due to the business nature, the Group has a large number of other suppliers, and they scattered geographically. So far as the Group is aware of, these suppliers are principally based in China.

Fair and Open Procurement

The Group's procurement process strictly follows the relevant provisions of the "Bidding Law of the People's Republic of China" and other relevant regulations, and is in an open, fair and justice environment. The Group will not discriminate against any suppliers and will not allow any corruption or bribery. Employees and other individuals who have relationship with relevant suppliers will not be permitted to participate in related procurement activities. The Group focuses on the integrity of its suppliers and partners. We only selects suppliers and partners who have good business records in the past and have not committed any serious law violations or violations of business ethics.

B5. 供應鏈管理

一般披露

除了根據所需產品的規格及價格趨勢及產品需求採購商品外，集團亦高度重視供應鏈中潛在環境和社會風險的管理。為更有效規範採購流程及有效地控制成本，提高採購管理的透明度，本集團建立了嚴格而規範的採購政策體系及供應商甄選流程，並對供應商提出了環境及社會風險控制方面的要求。本集團會定期對供應商表現作出評估，加強環境與社會風險的管理，推動企業可持續發展能力的提升，樹立負責任的企業品牌和形象，提高企業聲譽。

於報告期間，公司主要支出類的供應商約100個，都在中國境內、沒有主要供應商位處海外。由於公司的業務性質，公司在業務中的其他供應商數目眾多而且比較分散，按公司了解這些供應商基中都集中在中國境內。

公平及公開採購

本集團採購過程嚴格參照《中華人民共和國招標投標法》等相關規定，在公開、公平、公正的條件下進行，不會對任何供應商有歧視性待遇，不允許任何貪污賄賂行為，與相關供應商有利益關係的員工及其他個人不會被允許參與相關採購活動。本集團關注供應商及合作夥伴的誠信。我們只挑選過去營商紀錄良好，沒有任何嚴重違規或違反商業道德行為的供應商及合作夥伴。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The Group has established a series of approval procedures to manage potential conflicts of interest in procurement. Before establishing any business relationship with a new supplier, the Group conducts due diligence to grasp the background and the relationship of the suppliers with the Group. The Group requires suppliers to agree to the anti-bribery and anti-corruption provisions of our supply agreement. In case of violation, the Group will immediately terminate the business with the supplier. We also prohibit suppliers and partners from obtaining procurement contracts or partnerships through any form of benefits transfer.

Green Procurement

Supplier Assessment

The Group expects suppliers to meet our standards in terms of environment, quality, society, corporate governance, business ethics, etc. We have established regulations on environmental, social and ethical standards that require our suppliers to bring positive impacts on environmental and social issues, including operational compliance, employee safety and health, social responsibility, business ethics, and environmental protection, etc.

We will take steps to examine whether our major suppliers are in compliance with relevant laws and regulations and other standards for health, safety, forced labour and child labor, as well as to examine suppliers' awareness of the abovementioned aspects. We terminate the cooperation contract with suppliers that may cause or have caused serious pollution or serious social accidents. Through the above review process, we can minimise the potential environmental and social risks in the supply chain.

The Group targets waste management from the source by procuring durable products and encouraging recycling. Computer equipment is indispensable for our online business platform, and the Group therefore has to purchase durable models, which are maintained and managed by the IT department and both hardware and software are upgraded on a timely basis. New computers are purchased only when necessary.

本集團已設立一系列審批流程以管理採購中的潛在利益衝突。與新供應商建立任何業務關係前，本集團進行盡職調查，以掌握其背景及其與本集團的關係。本集團要求供應商同意我們供應協議中的反賄賂及反腐敗條文。一旦違反，本集團將立即終止與該供應商的業務。我們亦嚴禁供應商及合作夥伴以透過任何形式的利益輸送而取得採購合約或合作關係。

綠色採購

供應商審查

本集團期望供應商能夠在環境、品質、社會、企業管治、商業道德等多方面合符我們的標準。我們就環境、社會及道德標準制定了相關規章檔，要求對供應商在環境及社會事宜上產生正面的影響，主要範疇包括營運合規合法、員工安全與健康、社會責任、商業道德、及環境保護等。

我們會採取措施以考察其主要供應商是否有在健康、安全、強迫勞工及童工方面符合相關法律法規以及其他所須達到的標準，以及考察供應商在上述各方面的意識。我們對可能造成嚴重污染或造成嚴重社會危害的企業或已造成重大環境或社會事故的供應商，本公司對其終止供應合同。通過上述審查程序，我們可以最大限度的減少供應鏈中潛在的環境及社會風險。

本集團從源頭著手，在採購時選擇耐用產品。提倡循環再用，電腦設備對於我們作為提供網路平台是不可或缺，故本集團儘量選購耐用型號，並由電腦部負責進行維修及管理，定期為系統及硬體進行提升，只在必要時方添置新電腦。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

B6. Product Responsibility

General Disclosure

As the e-commerce service platform in China, the Group recognises the importance of service quality and corporate reputation. To be successful in the e-commerce sector, besides focusing on product design and innovation, a safe and reliable internet platform is also necessary. We actively ensure the quality of our services through internal control. We also maintain continuous communication with our customers to ensure that we understand and fulfill their needs and expectations, so that we can improve the quality of our services in the long run. We actively abide by the laws and regulations related to consumer protection, such as "Consumer Protection Law of the People's Republic of China", the "Advertising Law of the People's Republic of China", and "Cybersecurity Law of the People's Republic of China", etc.

During the Reporting Period, the Group did not identify any material non-compliance of the laws and regulations relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress that have a significant impact on the Group.

Intellectual Property

While striving for excellent quality, the Group complies with the requirements of Patents Ordinance (Cap. 514) and Patent Law of the People's Republic of China focusing on protecting original designs and legally obtaining copyrights. To improve productivity and market competitiveness, the Group has obtained relevant patents for its products and has used them in its operations.

B6. 產品責任

一般披露

本集團作為中國電子商務服務平台，十分重視服務品質及企業信譽，因為在電子商務平台成功，除了專注於產品及創新外，亦需要一個安全可靠的網路平台。我們積極透過內部監控確保服務質素，亦一直保持與顧客的溝通，確保理解和滿足顧客的需求和期望，並希望了解客戶的滿意情況，以對我們的服務品質不斷作出改進。我們積極遵守《中華人民共和國消費者權益保護法》、《中華人民共和國廣告法》、《中華人民共和國網路安全法》等消費者保護相關法律法規的規定。

於本報告期間，集團並未發現任何違反產品及服務品質相關的法律法規的重大事宜。

知識產權

為保障以原創設計及合法獲得的版權為主的知識產權，我們追求卓越品質的同時，亦謹記遵守專利條例(第514章)和《中華人民共和國專利法》。為改善生產力及市場競爭力，本集團已為我們的產品獲取相關專利，並用於運作上。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Advertising and labelling

We have strict protocols for uploading products onto the websites. Product sellers are not allowed to post any product information that violates or infringes intellectual property rights or counterfeit products. The Group has established a clear guidance for sellers regarding the posting information. The non-compliance products are detected through automatic search system and that the noncompliance products would be delisted. All non-compliance cases are recorded for future follow-up. Moreover, the sellers who post non-compliance product information will be disqualified. They will be forbidden to sell their products in the Group's internet sales platform. Any cases that may constitute a breach of laws are referred to the judiciary. Conscientious verification is required before becoming the seller and user to protect users' rights and benefits.

In relation to the brand promotion and advertising, we strictly comply with the "Advertising Law of the People's Republic of China", ensuring that all information published through advertising, promotion, marketing, media conferences, brochures, mobile phone manuals, etc. are true and in full compliance with applicable laws and regulations. The Group specifies the norms and standards for the label to avoid misrepresentation and exaggerated descriptions. In addition, we strictly manage offline events and spokesperson activities to ensure the accuracy and effectiveness of each of our promotional activities.

廣告及標籤

本集團對於客戶在網站上發佈的商品有嚴格的規範。賣家不可發佈任何違法、侵犯智慧財產權或有關假貨的資訊。本集團為賣家提供清晰的發佈指引，表明產品的標籤及亮點必須清晰可見，避免模糊資訊，讓客戶能清楚了解產品特性及規格等資料。自動檢測工具亦會搜索侵權產品及不符合規定的發佈，違規發佈會下架處理，而且發佈違規資訊的賣家可能會被取消賣家資格，不得再於本集團網上銷售平台售賣商品。所有的違規個案都會記錄在案，再作跟進。如涉及違法行為，會交由司法機關處理。此外，為保障用戶利益，在成為賣家及用戶前，都須要通過嚴謹的認證以確認其身份。

有關本集團自身品牌的宣傳及廣告，我們遵從《中華人民共和國廣告法》，確保所有經廣告、宣傳、行銷、媒體發佈會、宣傳手冊、手機說明書等途徑發佈的資料內容真實，且完全符合適用法律法規。本集團訂明傳播標籤的規格及標準，避免失實及過分渲染的描述。此外，我們嚴格管理線下及代言人活動，確保各項宣傳活動的準確性及有效性。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Customer Service

Complaint Management

Customers can file complaints by mail, telephone, touch screen terminal, or in person. The Group has dedicated personnel and facilities to record the complaint process and keep the process confidential to protect the interests of all parties involved and to ensure that the complaint process is conducted fairly and properly recorded. The Group has set up quality inspection departments and customer service departments to handle complaints. They are responsible to explain the complaint process to the complainant, conduct detailed investigation, reasons analysis, verification, actively monitor and manage the complaint process, coordinate and communicate with the parties involved, record all relevant results in an accurate and confidential manner, and properly respond to the complainant. All preliminary complaints and comments will be processed and responded directly by the quality control department, sales department, and customer service department within 24 hours. We require that every complaint should be properly submitted to and handled by the responsible personnel and manager and prohibit staff from reaching a private settlement with the complainant.

The Group regards customer complaint management as an important part of service quality improvement of the e-commerce platforms. The complaints are regularly reported to senior management for review. We are committed to understanding the facts and causes of each complaint case. In this way, the Group identifies the responsible parties and ways of improvement, makes recommendations and ensures that the relevant administrative departments can immediately implement the necessary improvements.

During the Reporting Period, the Group has received 42 cases about substantial complaints related to the quality of products and services. For any customer complaints and refund requests caused by technical issues with products and network, our customer service will communicate with customers to address their concerns, and execute the refund service process. As the Group business is principally providing internet service, recall is not applicable to our operation. Hence, recall procedures are considered not material to the Group.

客戶服務

投訴管理

客戶可通過郵件、電話、觸控式螢幕終端或親自提交投訴。本集團有專人及設施記錄投訴過程，過程保密，以保護所有參與各方的利益及確保投訴過程公平進行並獲妥善記錄。本集團設立了質檢部門及客戶服務部門處理投訴，負責向投訴人說明投訴流程、進行詳細調查及根由分析、進行深入事實認定、積極監督及管理投訴流程、與所涉各方進行協調及溝通、以保密方式準確記錄所有相關結果及妥善回復投訴人。所有初步投訴及意見將由質檢部門、客戶服務部門或銷售部門24小時內直接處理及回復。我們要求每一項投訴都通過質檢部門、銷售部門、及客戶服務部門妥善提交及處理，禁止員工與投訴人達成私下和解。

本集團將客戶投訴管理視作持續改善電子商務平台服務品質的重要組成部分。投訴報告會定期上報高級管理層審閱。我們致力理解每項客戶投訴的事實情況及根本原因，確定責任方及有待改進之處，並提出建議及確保相關行政部門立即實施必要改進措施。

在報告期內，本集團收到了42宗關於產品和服務質量投訴個案。如果遇到技術產品及網絡問題造成的客戶投訴及退款需求，本集團客服會與客戶溝通協商，並執行退款服務流程。由於本集團的業務主要是提供互聯網服務，產品召回對我們的業務運作不相關。因此，產品召回流程對本集團來說並不重要。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Customer Privacy Protection

The Group is committed to complying with the privacy laws and regulations in the PRC, including the “Cybersecurity Law of the People’s Republic of China”, etc., and has established corresponding systems, rules and procedures, and purchased corresponding equipment to ensure that the customer privacy rights in the operation process are strictly guaranteed. The Group has issued a data collection statement in each e-commerce service provision platform, informing customers that all personal data collected will be treated as strictly confidential and for exclusive use only. At the same time, all employees responsible to handle customer data must comply with the guidelines for handling personal data. Only the authorised employees can access the restricted information upon approval. Disciplinary actions will be taken in violation of relevant guidelines. Except as provided in the relevant laws and regulations, the Group will not publish or disclose user information to any third party without the permission of the user.

User Data and System Security

As one of the leading industrial internet groups in the PRC, the Group has established a comprehensive data acquisition system. The data collected through the Internet will be encrypted multiple times to ensure the security during transmission as much as possible. The Group has established policies to regulate the use of working networks, including prohibiting the disclosure of passwords of the internal account, changing passwords of the internal account regularly, and setting up guest wireless accounts.

The Group strictly prohibits anyone from transmitting the Internet Protocol Address (IP address), account number, password and related information of the server room, which is regarded as company confidential data. Our servers are equipped with antivirus software, firewall, intrusion detection and prevention system to resist external attacks. To ensure the security, the services are under 24-hour monitoring by a professional security team. Zero Tolerance Policy is established to monitor the above procedures to ensure the security of user data and system.

客戶隱私保護

本集團承諾嚴格遵守中國內地隱私相關法律法規，包括《中華人民共和國網路安全法》等等，制定了相應的制度、規則、流程，並且購進了相應的設備，確保作業流程中涉及的客戶的隱私權利得到嚴格保障。本集團已在各個電子商務服務流程頒佈個人資料收集聲明，當中告知客戶，所有收集的個人資料將被視為嚴格保密並僅作指定用途。同時，處理客戶資料的所有員工，均簽訂個人保密協議，不論何人均必須遵守處理個人資料的指引，僅有獲授權員工可在獲准的情況下查閱受限資料，違反相關指引將處以紀律處分。除相關法律法規規定的情形外，本集團不會未經用戶的允許向任何協力第三方廠商公開、透露使用者資料。

使用者資料及系統保安

作為全國領先的產業互聯網集團之一，本集團已建立綜合資料獲取系統，通過互聯網收集的資料會被多次加密，以盡可能確保傳輸過程中的安全性。本集團制訂了相關政策規管員工工作網路使用，包括禁止洩露內部帳號的密碼、定期更換內部帳號的密碼以及設定訪客用無線帳號。

本集團嚴禁任何人傳播機房設備網際網路通訊協定位址(IP位址)、帳號、密碼及相關資訊，視之為公司機密。我們的伺服器安裝了殺毒軟體、防火牆、入侵偵測及預防系統抵抗外來攻擊，更配備了專業的安全團隊進行24小時監測及待命，以確保服務器的安全。我們制定零容忍政策來監控上述程序，以確保使用者資料和系統的安全。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The Group has developed relevant policies to enhance the data backup and management to prevent the loss of core data and secure the data in disaster situations. We effectively classify data by the time of storage, amount of data stored in backups, importance of the data, effective use period and specific usage. We also perform assessment regularly to test the integrity and recoverability of the data backup.

The Group has in all material aspect complied with the “Cybersecurity Law of the People’s Republic of China” during the Reporting Period and adopts technical measures and other necessary measures, so as to ensure the safe and stable operation of the network, respond to network security incidents effectively, prevent illegal criminal activities and maintain the integrity, confidentiality and availability of the network data.

B7. Anti-corruption

General Disclosure

The Group believes that a clean corporate culture is the key to our continued success. Therefore, we recognise the importance of anticorruption work and system building, commit ourselves to building a clean and transparent corporate culture. We strictly comply with the provisions of laws and regulations such as the “Company Law of the People’s Republic of China”, “The Bidding Law of the People’s Republic of China”, “Interim Provisions on Prohibiting Commercial Bribery” and “Regulations of the People’s Republic of China for Suppression of Corruption”, etc.

During the Reporting Period, the Group was not aware of any material non-compliance of laws and regulations concerning bribery, extortion, fraud and money laundering, and there were no concluded legal cases regarding corrupt practices brought against the Group or its employees.

本集團制訂了相關政策制度以加強資料的備份與管理，避免核心資料丟失，並且預防災難情況下的資料安全。我們有效地分類資料，備份資料的保存時間及資料儲存量根據其重要程度和有效利用週期以及具體使用情況確定。我們亦定期進行備份資料完整性及可恢復性測試。

本集團遵守《中華人民共和國網路安全法》，並採取技術措施及其他必要措施，以保障網路安全穩定運行，有效應對網路安全事故，防範非法犯罪活動並維持網路資料的完整性、保密性及可用性。

B7. 反貪污

一般披露

本集團相信廉潔的企業文化是我們持續成功的關鍵，因此我們極為重視反腐倡廉的工作及制度建設，致力於建設廉潔公開透明的企業文化。我們嚴格遵守《中華人民共和國公司法》、《中華人民共和國招標投標法》、《關於禁止商業賄賂行為的暫行規定》和《中華人民共和國懲治貪污條例》等法律法規的規定。

於本報告期間，集團並未發現任何違反有關賄賂、勒索、欺詐及洗黑錢的法律法規的重大事宜，亦沒有任何對我們集團和僱員提出並已審結的貪污訴訟案件。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Prevent Corruption

Internal Control Mechanism

The Group has set up an anti-bribery function, which is responsible to formulate the framework for anti-bribery and corruption policies, guide and supervise the implementation of policies and procedures of the Group's operations at all levels. Each of the Group's subsidiaries will report any suspected bribery and corruption incidents to the Chief Financial Officer (the "CFO") of anti-bribery function. The CFO will then conduct further investigations and determine appropriate action plans when necessary.

The Group pays attention to the potential bribery and corruption in the procurement process. Therefore, we have established rules and regulations to regulate the procurement process properly, which is described in Section B5, "Fair and Open Procurement".

Code of Conduct for Employees

The Group does not allow any form of corruption. Severe punishment measures will be taken once the corruption is confirmed. The Group has a strict internal control system and has established regulations on anti-corruption, which all employees must comply with, including:

- employees are strictly prohibited from exploiting their power, influencing the decision making, and misappropriating the assets and data of the Group for personal benefits;
- employees must actively support and cooperate with the audit department. If any obstructing behaviour against the work of internal audit were identified, the employment will be terminated immediately;
- directors and employees are not allowed to obtain or provide benefits to customers, contractors, suppliers or parties with whom the Group has business relationships; and
- the employee who is engaged in exploiting power, malpractices, misappropriation of funds and accepting bribes will be dismissed by the Group, and will be transferred to the competent judiciary authorities for further action.

反腐倡廉

內部控制制度

本集團設有反賄賂職能，由本公司首席財務官負責。該職能負責制定反賄賂及腐敗政策及程序的整體框架，對集團經營各個方面的政策及流程實施進行指導及監管。本集團各子公司將即時向本公司反賄賂職能負責人報告任何疑似賄賂及腐敗事件，首席財務官其後將於必要時進行任何進一步調查並確定合適的行動方案。

本集團重視採購流程中潛在的賄賂貪污可能性，因此我們制定了相關規章制度對此進行管理，該規章制度已在層面B5「公平及公開採購」一節描述。

員工守則

本集團不允許任何形式的貪污腐敗行為，一旦發現確認，即採取嚴厲的懲處措施。本集團設有嚴格的內部控制制度，制定了關於反腐倡廉的規定，所有員工都必須遵守，包括：

- 員工嚴禁利用其因獲本集團聘用而行使權力、影響決定及行動或存取公司資產及資料，以謀取私人或個人利益；
- 員工必須積極給予支持和配合審計部門的工作，如發現阻擾內審部工作的行為，立刻解除勞動關係；
- 董事及員工均不得向客戶、承辦商、供應商或與本集團有業務關係之人士取得或提供利益；及
- 對利用職務之便、營私舞弊、挪用資金和收受賄賂者，本集團解除與員工的勞動合同，並將其移交司法處理。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Whistleblowing mechanism

The Group has established a whistleblowing mechanism to maintain integrity and transparency of the Group. The Group also encourages employees and all business-related parties, including customers and suppliers, to proactively report any suspected misconduct issues (such as negligence, corruption and bribery, etc.) anonymously to the management and Audit Committee of the Group by telephone or email. Management will handle the report promptly, fairly and confidentially. On the other hand, the whistleblowing mechanism also ensures that whistle-blowers will not be treated unfairly and will not be dismissed or disciplined without a proper reason.

Anti-corruption training

According to the "Management System for Disciplinary Actions Against Employee's Violation of Rules and Policies", those who use their powers for personal gain, engage in fraud, embezzlement or bribery for personal gain, are dishonest, immoral and neglect of duty, and are included in the list of serious disciplinary violations. Depending on the severity of the circumstances, relevant penalties will be taken. This system is approved by the resolution of the Worker Congress, which employees are required to and sign as part of our employee onboarding process, and relevant training will be provided during their orientation.

Clear anti-commercial bribery provisions are listed on the contracts between the Group and the Suppliers, which the responsible employees should be familiar with and comply with. Relevant provisions include: Party B, including its branches, subsidiaries, employees (suppliers) warrant that they shall not to promise or pay any bribes or other improper benefits, directly or indirectly, to Party A's procurement personnel (HC employees) or their relatives, including but not limited to kickbacks, commissions, negotiable securities, physical goods, bank cards, deposits, house renovation, vehicle purchase or use, borrowing money for personal affairs, improper contributions, funded travel, improper gifts, improper hospitality or other forms of benefits for birthday wedding banquets. Party A has the right to terminate the cooperation if Party A discovers that Party B has paid bribes; If Party B discovers that Party A's personnel have any bribery or other fraudulent acts for personal gain, Party B may report to Party A at any time by email.

舉報制度

本集團亦一步設立了舉報制度以建立及維持集團的廉潔和透明文化。該舉報制度讓所有員工以及所有與員工有接觸的獨立協力廠商(包括顧客、供應商等等)可以去向管理層及審計委員會以電話及電郵方式匿名舉報集團內怠忽職守、貪污、受賄及其他不當行為。管理層將迅速、公平以及秘密地處理舉報。另一方面，舉報制度亦保障舉報者不會因舉報而受到不公平的對待，舉報者不會被無理解僱、無理接受紀律處分等等。

反貪污培訓

根據本集團已建立的《員工違紀行為管理制度》：利用職權，以權謀私、營私舞弊、貪污受賄的，屬於不誠實、不道德與失職行為，在嚴重違紀行為清單中。根據情節嚴重程度，將被採取相關處罰措施。這一制度經過職工代表大會決議通過，員工入職時需要閱讀並簽字確認，並且在新員工培訓時會向員工培訓相關內容。

在本集團與供應商簽訂的支出合同中，載有明確的反商業賄賂的規定，負責員工須熟悉和遵守，有關規定包括：乙方及其人員(供應商)保證不向甲方採購人員(慧聰員工)或其親屬直接或間接允諾、給付任何賄賂或其他不正當利益，包括但不限於回扣、佣金、有價證券、實物、銀行卡、存款、房屋裝修、車輛購置或使用、借錢辦私事、不當出功出力、出資旅遊、生日婚禮宴請的不當饋贈、不當招待或其他形式的好處，如甲方發現乙方有賄賂行為有權終止合作；若乙方發現甲方人員有任何索賄受賄或其他營私舞弊行為的，乙方可通過郵件形式隨時向甲方舉報。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

B8. Community Investment

General Disclosure

Corporate Social Responsibility

The Group believes that the company is a social cell that grows with the nurturing of social maternity while shoulders the responsibility of returning to society. As a responsible corporate citizen, the Group has always been committed to supporting various public welfare and community activities and hopes to contribute to the community through professional services. The Group actively cooperates with charitable organisations to organise social activities to support public welfare and charitable projects, so as to establish a good corporate image while fulfilling social responsibilities.

The Group is committed to cultivating employees' sense of social responsibility. Thus, the Group encourages employees to participate in charity activities during their work and private time to make greater contributions to society. It has also been arranging for the Group's staff to participate in charity events related to environmental issues, donations for students and social services. We believe, employees can raise their awareness of citizen and establish the correct values through participating the charitable activities personally.

The Group will continue to expand our business, contribute to our community in different ways and promote corporate social responsibility.

B8. 社區投資

一般披露

企業社會責任

本集團相信，企業是社會的細胞，因社會母體的哺育而成長，同時也肩負回報社會的責任。作為負責任的企業公民，本集團一直致力支援各項公益及社區活動，並希望以專業回饋社會。本集團積極履行作為企業公民的社會責任。本集團積極與公益和慈善組織合作，組織以公益和慈善為目的的社會活動，在履行社會責任的同時樹立良好公眾形象。

本集團希望培養員工的社會責任感，因此一直鼓勵員工於工作期間及私人時間參與社會公益活動，為社會作更大貢獻，亦一直安排公司員工參與環保公益、捐資助學和社會服務等活動。我們相信，借著親身參與回饋社會的活動，可以令員工的公民意識得以提升，以樹立正確的價值觀。

本集團日後將繼續拓展業務之餘，仍會透過以不同方式為我們的社區作貢獻及推廣企業社會責任。

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

The ESG Reporting Guide Content Index of the Stock Exchange of Hong Kong Limited

香港聯合交易所有限公司的《環境、社會及管治報告指引》內容索引表

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect A1: Emissions 層面A1: 排放物			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to Exhaust Gas and GHG emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Emissions 排放物	10-13
KPI A1.1 (“comply or explain”) 關鍵績效指標A1.1 (「不遵守就解釋」)	The types of emissions and respective emissions data. 排放物種類及相關排放資料。	Emissions — Exhaust Gas and GHG Emissions, Domestic Sewage 排放物—廢氣及溫室氣體排放、生活污水	11-14
KPI A1.2 (“comply or explain”) 關鍵績效指標A1.2 (「不遵守就解釋」)	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emissions — Exhaust Gas and GHG Emissions 排放物—廢氣及溫室氣體排放	13
KPI A1.3 (“comply or explain”) 關鍵績效指標A1.3 (「不遵守就解釋」)	Total hazardous waste produced (in tonnes) and intensity. 所產生有害廢棄物總量(以噸計算)及密度。	Not applicable — Explained 不適用—已解釋	15
KPI A1.4 (“comply or explain”) 關鍵績效指標A1.4 (「不遵守就解釋」)	Total non-hazardous waste produced (in tonnes) and intensity. 所產生無害廢棄物總量(以噸計算)及密度。	Emissions — Waste Management 排放物—廢物處理	15

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
KPI A1.5 (“comply or explain”) 關鍵績效指標 A1.5 (「不遵守就解釋」)	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Emissions — Exhaust Gas and GHG Emissions 排放物—廢氣及溫室氣體排放	11-13
KPI A1.6 (“comply or explain”) 關鍵績效指標 A1.6 (「不遵守就解釋」)	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Emissions — Waste Management 排放物—廢物處理	15-16
Aspect A2: Use of Resources 層面 A2: 資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Use of Resources 資源使用	17
KPI A2.1 (“comply or explain”) 關鍵績效指標 A2.1 (「不遵守就解釋」)	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Use of Resources — Energy Consumption 資源使用—能源消耗	19
KPI A2.2 (“comply or explain”) 關鍵績效指標 A2.2 (「不遵守就解釋」)	Water consumption in total and intensity. 總耗水量及密度。	Use of Resources — Water Consumption 資源使用—水源消耗	20
KPI A2.3 (“comply or explain”) 關鍵績效指標 A2.3 (「不遵守就解釋」)	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Not applicable — Explained 不適用—已解釋	17-18
KPI A2.4 (“comply or explain”) 關鍵績效指標 A2.4 (「不遵守就解釋」)	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Use of Resources — Water Consumption 資源使用—水源消耗	19-20

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
KPI A2.5 (“comply or explain”) 關鍵績效指標 A2.5 (「不遵守就解釋」)	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	Not applicable — Explained 不適用—已解釋	20
Aspect A3: The Environment and Natural Resources 層面 A3: 環境及天然資源			
General Disclosure 一般披露	Policies on minimizing the issuer’s significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Use of Resources 資源使用	21
KPI A3.1 (“comply or explain”) 關鍵績效指標 A3.1 (「不遵守就解釋」)	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Use of Resources 資源使用	21
Aspect A4: Climate Change 層面 A4: 氣候變化			
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change 氣候變化	21
KPI A4.1 (“comply or explain”) 關鍵績效指標 A4.1 (「不遵守就解釋」)	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Climate Change 氣候變化	21

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect B1: Employment 層面 B1: 僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment 僱傭	22-27
KPI B1.1 ("comply or explain") 關鍵績效指標 B1.1 (「不遵守就解釋」)	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region. 按性別、僱傭類型(如全職或兼職)、年齡組	Employment 僱傭別及地區劃分的僱員總數。	23
KPI B1.2 ("comply or explain") 關鍵績效指標 B1.2 (「不遵守就解釋」)	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Employment — Employment, Promotion and Dismissal 僱傭—招聘、晉升及解聘	26

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect B2: Health and Safety 層面B2: 健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的: (a) 政策; 及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Health and Safety 健康與安全	27-29
KPI B2.1 ("comply or explain") 關鍵績效指標B2.1 (「不遵守就解釋」)	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	Health and Safety 健康與安全	27
KPI B2.2 ("comply or explain") 關鍵績效指標B2.2 (「不遵守就解釋」)	Lost days due to work injury. 因工傷損失工作日數。	Health and Safety 健康與安全	27
KPI B2.3 ("comply or explain") 關鍵績效指標B2.3 (「不遵守就解釋」)	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施, 以及相關執行及監察方法。	Health and Safety 健康與安全	27-29

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect B3: Development and Training			
層面 B3: 發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展與培訓	29-31
KPI B3.1 ("comply or explain") 關鍵績效指標 B3.1 (「不遵守就解釋」)	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Development and Training 發展與培訓	31
KPI B3.2 ("comply or explain") 關鍵績效指標 B3.2 (「不遵守就解釋」)	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Development and Training 發展與培訓	31
Aspect B4: Labor Standards			
層面 B4: 勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor 有關防止童工或強制勞工的: (a) 政策; 及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Labor Standards 勞工準則	32
KPI B4.1 ("comply or explain") 關鍵績效指標 B4.1 (「不遵守就解釋」)	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labor Standards 勞工準則	32

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
KPI B4.2 (“comply or explain”) 關鍵績效指標B4.2 (「不遵守就解釋」)	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Labor Standards 勞工準則	32
Aspect B5: Supply Chain Management 層面B5: 供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理	33-34
KPI B5.1 (“comply or explain”) 關鍵績效指標B5.1 (「不遵守就解釋」)	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Chain Management 供應鏈管理	33
KPI B5.2 (“comply or explain”) 關鍵績效指標B5.2 (「不遵守就解釋」)	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	33
KPI B5.3 (“comply or explain”) 關鍵績效指標B5.3 (「不遵守就解釋」)	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Chain Management 供應鏈管理	34
KPI B5.4 (“comply or explain”) 關鍵績效指標B5.4 (「不遵守就解釋」)	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Supply Chain Management — Green Procurement 供應鏈管理—綠色採購	34

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect B6: Product Responsibility 層面 B6: 產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Product Responsibility 產品責任	35-39
KPI B6.1 (“comply or explain”) 關鍵績效指標 B6.1 (「不遵守就解釋」)	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable — Explained 不適用—已解釋	35
KPI B6.2 (“comply or explain”) 關鍵績效指標 B6.2 (「不遵守就解釋」)	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Product Responsibility — Customer Service 產品責任—客戶服務	37
KPI B6.3 (“comply or explain”) 關鍵績效指標 B6.3 (「不遵守就解釋」)	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Product Responsibility — Intellectual Property 產品責任—知識產權	35
KPI B6.4 (“comply or explain”) 關鍵績效指標 B6.4 (「不遵守就解釋」)	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Not applicable — Explained 不適用—已解釋	37

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
KPI B6.5 ("comply or explain") 關鍵績效指標B6.5 (「不遵守就解釋」)	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Product Responsibility — Customer Service 產品責任－客戶服務	38-39
Aspect B7: Anti-corruption 層面B7:反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Anti-corruption 反貪污	39-41
KPI B7.1 ("comply or explain") 關鍵績效指標B7.1 (「不遵守就解釋」)	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Not applicable — Explained 不適用－已解釋	39
KPI B7.2 ("comply or explain") 關鍵績效指標B7.2 (「不遵守就解釋」)	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Anti-corruption — Prevent Corruption 反貪污－反腐倡廉	40
KPI B7.3 ("comply or explain") 關鍵績效指標B7.3 (「不遵守就解釋」)	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Anti-corruption — Anti-corruption training 反貪污－反貪污培訓	41

Environmental, Social and Governance Report 2023

環境、社會及管治報告2023

Subject Areas, Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節／聲明	Page 頁數
Aspect B8: Community Investment 層面 B8: 社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Community Investment 社區投資	42
KPI B8.1 ("comply or explain") 關鍵績效指標 B8.1 〔不遵守就解釋〕	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Community Investment 社區投資	42
KPI B8.2 ("comply or explain") 關鍵績效指標 B8.2 〔不遵守就解釋〕	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Community Investment 社區投資	42



 **慧聪集团**
HC GROUP
ANNUAL REPORT 2023

HC GROUP INC. 慧聪集團有限公司
Stock code 股份代號：02280